



- I. Using ServiceLink . . . 2**
 - **Basic information**
 - Signing on/reporting a defect or problem/asking or submitting questions
 - **Electronic tools**
 - ASAP: Automatic Software Alert Process
 - AST: Automatic Status Tracking
 - ETR: Electronic Technical Response
 - PCR: Product Cross Reference
 - PSP: Preventative Service Planning
 - SIS: Service Information Search
 - SRD: Service Request and Delivery
- II. SoftwareXcel enterprise edition for zSeries . . . 4**
 - **Overview/benefits**
 - **Premium Response**
 - **Monthly management reports**
 - **Remote Screen Viewing (RSV)**
 - **zSeries Service Agent**
 - **Electronic tools**
- III. SoftwareXcel basic edition for zSeries . . . 6**
 - **Overview**
 - **Electronic tools**
- IV. Alert for zSeries . . . 6**
 - **Overview/benefits**
 - **Electronic tools**
- V. Resolve for zSeries . . . 6**
 - **Overview**
 - **Electronic tools**
- VI. Search Tips and Techniques . . . 7**
 - **About SIS**
 - **Search options**
 - **Basic search techniques**
 - APAR and PTF search
 - Searching the usage databases
 - **Search mechanics**
- VII. Getting Fix Files from the Web to VM/MVS . . . 9**
 - **Overview**
 - **Initial Setup**
 - For VM only: Setting up VMDPACK
 - For z/OS only: Setting up SLDPAC
 - Ordering PTF numbers
 - Downloading PTF files to your PC
 - Uploading files to the HOST
 - For VM only: Running VMDPACK
 - For z/OS® only: Running SLDPAC
 - Downloading APAR numbers
- VIII. Contacts . . . 12**

I. Using ServiceLink

Basic information

Signing on to IBMLink™/ServiceLink

1. Connect via AT&T Global Network and select IBMLink. Select ServiceLink from the main menu or
2. Go to <http://ibm.com/ibmlink/link2>. Enter your IBM® ID and password and select Submit.

Reporting a defect or problem

Call 1-800-IBM-Serv or use the Electronic Technical Response (ETR) application in ServiceLink.

Asking or submitting questions for SoftwareXcel enterprise edition for zSeries® or SoftwareXcel basic edition for zSeries

Verify the product is supported on the Supported Products List: www.ibm.com/services/sl/swxcel

When questions are submitted via ETR or called into 1-800-IBM-SERV during prime shift, our technicians strive to respond within two business hours. During off-shift, if you have purchased full shift coverage, our technical specialists will strive to respond within four hours to voice calls and two hours for critical voice calls.

Please have the following information ready:

- Operating system version/release
- Software applications involved
- Customer number

Electronic tools

Select the name of each application on the:

1. List provided on the "my IBMLink" panel under IBMLink index or
2. ServiceLink main menu

ASAP: Automatic Software Alert Process application

Notifies you throughout the day about critical and potentially harmful software problems related to IBM products in which you specify an interest, and informs you if corrections are available. This includes software problems caused when a specific hardware product is installed. To receive notifications, you must create a profile and specify products of interest.

The ASAP Holddata History function can help you identify critical service needs. It provides up to two years of ++HOLD and ++RELEASE data for use with system modification program/extended (SMP/E) in servicing z/OS® products. The profile facility lets you configure ASAP to suit your needs.

AST: Automatic Status Tracking application

Notifies you of status changes within an Authorized Problem Analysis Report (APAR) or Program Temporary Fix (PTF). This can be helpful when an APAR relates to an unsolved problem. AST tracks PTFs that are not yet available for release and identifies the event causing the notification.

ETR: Electronic Technical Response application

Enables you to electronically report problems, indicate the severity, and track your problems through to completion. It lists your problems by user ID, account, or criteria of your choice. Your account-wide list includes records that were opened by calling the IBM Support Center, without first being converted to electronic format.

SoftwareXcel basic edition for zSeries and SoftwareXcel enterprise edition for zSeries enable you to send IBM questions on usage and operation, indicate the severity level and obtain an electronic response using ETR. Our proficient, experienced zSeries specialists:

- Provide assistance from an overall systems perspective
- Specialize in zSeries technical function and operation areas such as cooperative processing, system operations, product installation, recovery and availability
- Have direct access to zSeries development programmers and hardware engineers
- Respond to your questions using the latest customized tools and databases
- Transfer your call to the software defect support center if your question involves a defect

PCR: Product Cross Reference application

Search for specific product cross-reference information by component name, program number, FMID/CLC, component ID, and release. Additional information in the cross-reference includes product name, version, release, modification, announcement information, and availability dates.

You can use PCR to route your ETR record to the correct support group and avoid any delays caused by misrouting the record. PCR can help build the profile for the ASAP application or search for a problem record in Service Information Search (SIS).

PSP: Preventive Service Planning application

This repository includes important information about installing new releases of software, hardware and preventive services, and provides you with required resources to plan the installation of a new product or release.

PSP allows a single order to be made for all of the PTFs referenced in a subset. The order can be based on the actual list or based on the SMP/E Consolidated Software Inventory (CSI) profile. The list can be further customized by adding or deleting individual PTFs prior to submitting the order. If the PTFs are not needed immediately, then the listing of PTFs can be requested for future reference.

The profile feature enables you to quickly access the files that interest you and receive only information that has changed since the last time you viewed it. You can order the service needed or request electronic transmission of the ++HOLD and ++RELEASE data necessary for z/OS preventive service.

SIS: Service Information Search application

Permits you to access databases about the known problems with IBM products, usage information for IBM products, technical flashes and bulletins, and diagnostic information about non-IBM problems. With this sophisticated search program, you can access these large databases and easily filter the results to meet your precise needs.

For effective searching, see Search Tips and Techniques or select Help on ServiceLink.

SRD: Service Request and Delivery application

Lets you order corrective service, including all additional required service for electronic transmission (physical delivery), or preventive service packages. You can:

- Request an order contents list of, including the requisite PTFs, to help you determine whether to ship an order electronically or by mail, and view the contents before you place the order
- Select what you want to include: superseded PTFs, PTFs in error, or "IF requisites" in the PTF corrective service order
- Order coexistence and toleration fixes, based on your installed service inventory (available only in SoftwareXcel enterprise edition for zSeries).
- Order a list of the HIPER/PE fixes, based on your installed service inventory (available only in SoftwareXcel enterprise edition)

- Customize the requisite PTFs you receive with your corrective service package. To do this, specify the preventive service level of your system (when you place your order or transmit a copy of the installed service inventory to IBM) if it has not been sent previously (the use of the inventory is available only via SoftwareXcel enterprise edition for zSeries)
- Electronically order an Expanded Service Option (ESO) for VM or z/OS or, if you have SoftwareXcel enterprise edition, you can order a preventive service package (RefreshPac) built based on your installed service inventory
- Health check the currency of your product and maintenance based on your CSI profile. This function provides an e-mail report of the critical service that needs to be installed on your system and a list of the installed software products that are at end-of-service or have been withdrawn from marketing, as well as their replacement product(s).

For more information on application access the Help panels.

II. SoftwareXcel enterprise edition for zSeries

Overview/benefits

SoftwareXcel enterprise edition for zSeries is designed to enhance your productivity and system availability. It provides access to electronic tools that can help prevent and resolve system problems, as well as other services to assist with managing your system and receiving responses more quickly. Most electronic tools are accessed through the ServiceLink application on IBMLink.

Features that can help you quickly identify and solve zSeries system problems include:

- Electronic access to vast databases of known defects and usage problems
- Report problems and ask usage questions about IBM software - electronically
- Customized, electronic corrective-service package for software problems
- Customized preventive service packages, ordered electronically
- Coexistence/toleration fix packages, delivered electronically
- Automatic notification of potential high-impact problems
- Preventive information for new releases, products and upgrades
- Premium response from the IBM support during prime shift when requested
- Monthly software problem management reports
- Remote collaboration with IBM technical specialists to resolve software problems

Benefits can include:

- ✓ Improved system programmer productivity
- ✓ Increased system availability, due to the prevention of potential problems
- ✓ Faster resolution of problems
- ✓ Better management control due to better reporting

Premium Response

A systems specialist will respond to you within one hour for voice or electronic code related defect calls during prime shift. When reporting a problem over the phone, specify "premium response." When reporting a problem using ETR, enter "1" for premium response on the panel for Demographics of Software Problem.

Monthly management reports

Useful in managing software problem activity, these reports graphically illustrate and list problems and questions reported during the month. For these problems reported, a list is created showing those components which have reached, or are about to reach end-of-service.

To initiate the reports, or to change a contact name or address for an existing report, send an e-mail to: swxcel@us.ibm.com with the contact name, IBM customer number, and the e-mail address to receive the reports.

Remote Screen Viewing (RSV)

This feature establishes a link between the user and an IBM technical specialist, promoting efficient remote problem diagnosis. RSV is delivered via RSV-XCEL or My Support Center. Access to RSV-XCEL (for leased line customers) and My Support Center (via an Internet browser) is provided with SoftwareXcel enterprise edition for zSeries.

RSV-XCEL

To obtain access to RSV-XCEL, send an e-mail to swxcel@us.ibm.com, listing the IDs that you wish to have access to RSV-XCEL. A leased line connection with the AT&T Global Network is required.

Select RSV-XCEL from the AT&T product selection panel (the first panel after signing-on to the AT&T Global Network). At the RSV-XCEL main menu, select "start a conference" or "join a conference". (If you are starting a conference with IBM support, specify "yes" for the private conference option to ensure that you will not be billed for a non-IBM conference.)

My Support Center

My Support Center access is granted as needed and does not require prior setup.

zSeries Service Agent

Take advantage of time-saving automatic transmission of CSI to IBM through the zSeries Service Agent. Service Agent is a "no charge" software tool that resides on your IBM eServer™ zSeries systems to monitor events and transmit software inventory information to IBM. If you have installed and activated the zSeries Service Agent (5655-17) automatic transmission of CSI to IBM, you can automatically upload your inventory information to IBM for use in one or both of the following:

- Order preventive, corrective, and toleration/coexistence maintenance, and the new health check function in ServiceLink, by simply pointing at the inventory information that your system has automatically uploaded to IBM.
- Initiate an automatic PUSH of critical fixes tailored to your installed inventory at your defined frequency. This helps avoid problems and maintain high system availability. This function requires the zSeries Service Agent (5655-F17) V1.2 with PTF UQ94890.

For more information on the zSeries Service Agent, visit:

[HTTP://WWW.IBM.COM/SUPPORT/ELECTRONIC](http://www.ibm.com/support/electronic)

Electronic tools used with SoftwareXcel enterprise edition for zSeries

The ServiceLink applications described in the guide work in conjunction with this service: ASAP, AST, ETR, PCR, PSP, SIS and SRD.

III. SoftwareXcel basic edition for zSeries

Overview

SoftwareXcel basic edition for zSeries allows access to applications on the IBMLink ServiceLink option which can help you quickly identify, solve and answer zSeries system problems and software questions. You can ask usage questions on zSeries software with a two-hour response during prime shift. These applications offer:

- Electronic submission of usage questions on zSeries software
- Automatic notification of status changes for problems in which you are interested
- Electronic reporting of software problems
- Ability to search for specific problem and usage information
- Electronic ordering and delivery of corrective service
- Preventive information for new releases, products, and upgrades

Electronic tools used with SoftwareXcel basic edition for zSeries

The ServiceLink applications AST, ETR, PCR, PSP, SIS and SRD are used with this service.

IV. Alert for zSeries

Overview/benefits

Alert for zSeries provides access to electronic tools that inform you of critical software problems and fixes to help avoid system interruptions and expensive downtime. Notices are automatically sorted by the criteria you specify about your particular system.

The services provided with Alert for zSeries include:

- Daily electronic notification of critical and potentially harmful software problems
- Tracking of high impact pervasive (HIPER) APARs and PTFs in error
- Critical information about installing new software and hardware products
- Information about installing preventive service
- Electronic ordering of problem corrections and preventive service packages (ESO)
- Electronic delivery of ++HOLD data for use with SMP/E for z/OS and related products

Benefits can include:

- ✓ Relief from the burden of reviewing and following PTFs
- ✓ Electronic notification of critical software fixes for products specified in your ASAP profile
- ✓ Less drain on or requirement for in-house expertise required
- ✓ Shorter time to identify problems or even prevent potential problems
- ✓ Improved system availability by preventing problems before they occur

Electronic tools used with Alert for zSeries

The ServiceLink applications ASAP, PCR, PSP and SRD are used with this service.

V. Resolve for zSeries

Overview

Resolve for zSeries gives you access to applications on the IBMLink ServiceLink option which can help you act quickly to identify and solve problems with your zSeries system. These applications can provide:

- Automatic notification of status changes for problems in which you are interested
- Electronic reporting of software problems

- Ability to search for specific problem and usage information
- Electronic ordering and delivery of corrective service
- Preventive information for new releases, products, and upgrades

Electronic tools used with Resolve for zSeries

The ServiceLink applications AST, ETR, PCR, PSP, SIS and SRD are used with this service.

VI. Search Tips and Techniques

About SIS

Service Information Search (SIS) provides access to a wide variety of service and support information about IBM products. SIS helps users search libraries and databases with key words and item numbers. From the search results or "hit list," users can choose to display, print, or order one or many items.

Search options

SIS allows users to search across defect and entitled usage libraries/databases, using the same search. For an effective search, specify only the libraries most appropriate for your search.

Search options available in SIS include:

- Document number: enter the document number to display
- APAR Search: use APAR numbers to search specific APAR defect libraries, using user-defined search arguments. The "Guided" option, recommended for a new user, directs the system to construct your search argument.
- PTF Search: use PTF numbers to search for software PTF cover letters, using search arguments. Select the libraries most appropriate for the specified arguments. This also has a "Guided" option such as the APAR Search above.
- Search for cross-referenced APAR/PTF numbers: use this to cross-reference APAR and PTF numbers. This option is useful in understanding APAR - PTF relationships and can aid in finding supersedes for PTF numbers and parent-child relationships for APAR numbers.
- Usage Search: use this to search specific non-defect libraries for how-to information by defining search arguments.
- General Search: use this to search usage and defect data simultaneously. All defect and non-defect libraries are available for searching. To prevent the search from returning too many hits, select only those libraries most closely related to the problem.
- Display: use this to browse a specific item from APAR numbers, PTF numbers, or Q&A databases by keying in the item number.

Basic search techniques

Many of our clients have asked us how they can be more effective in searching the many databases in ServiceLink. Three popular techniques are described below, but are not considered the ONLY methods for searching our databases.

APAR Search

Use APAR Search when there is a software problem, and you would like to know if this problem has been reported by someone else, or if there is a fix for this condition. A nonspecific search, such as for component ID (COMPID) and/or software release only, will return many hits.

This type of search is called "generic" or "open." Proper search arguments will reduce the number of hits and narrow your search. If you don't have a comfortable grasp of the problem and/or don't have specific key words to search, start with an "open" search and then narrow down the hits by adding keywords, one at a time.

Initially, use two search keywords when searching for APAR numbers:

- First Keyword - Product Name or Program Name or Module Name (i.e., EKG0512)
- Second Keyword - a problem type (i.e., Netview MSG)

The table below includes some common abbreviations:

Problem Type	Abbreviation	Search Format
Abends (abnormal endings), Program Checks	ABEND	ABENDOC1, ABENDU1310
Waits	WAIT	WAIT, WAIT091, generic
Loops	LOOP	LOOP, generic
Performance	PERFM	PERFM, generic
Incorrect Output	INCORROUT	INCORROUT, generic
Messages	MSG MS	MSGIEC145, MSDMKDDR705

PTF Search

Use PTF Search when you would like to know if a software problem has been reported and fixed. This search can be useful when the cover letter contains a key word about which more is known now than in the original report. Once the PTF number is found, a more descriptive write-up of the problem is indicated in the text of the corresponding APAR numbers.

Follow the same guidelines and tips as described for APAR searches.

Searching the Usage databases

A different type of search is required for the Usage databases, which have a more free-form structure. Use words instead of COMPIDs or program names. One exception to this is the Problem Diagnosis Database (PDDDB). If possible, search the Problem Diagnosis library along with other defect libraries. It contains entries on user errors, non-IBM errors that appear as IBM symptoms, and product support information.

Search Mechanics

Each word in a search argument is separated by a logical operator which shows the relationship between the words in your search. Boolean logic is followed and there are three logical operators included in SIS:

AND (space)	Hits retrieved must contain all words separated by a space
OR ()	Hits retrieved can contain either of the words separated by the vertical bar ()
NOT (^)	Hits retrieved must not contain the word preceded by the carat (^)

Two additional options that you might find useful are the asterisk (*) and the colon (:).

(*)	used as an abbreviation: LOOP* searches for loop, loops, looped, looping...
(:)	used to indicate a range of dates, for example: CL04/01/01:31 = all APARs closed in January 2004 CL04/01/01:03/31 = all APARs closed in the first three months of the year

Using (*) with messages can be very constructive. Quite often APAR authors will delete message suffixes. *For example*, MSGDFS475I might appear in an APAR number as MSGDFS475. By using keyword "MSGDFS475*" your search will include messages with or without a suffix. This is a suggested practice to follow.

Caution: Incorrect use of (*) will increase search time and possibly force a storage overflow.

VII. Getting Fix Files from the Web to VM/MVS

It is recommended that you read the entire guide, since many terms (such as PTF and SRD) are fully explained.

This section details the process of acquiring a PTF or APAR fix from the Web to your VM/MVS system via your PC. The following is an overview of the process after initial setup is complete:

Overview

1. Sign on to IBMLink. Select ServiceLink. Select SRD.
2. Request your PTF(s).
3. Download file(s) to your PC.
4. Upload file(s) to the HOST.
5. Run **VMDPACK** (on VM) or **SLDPAC** (on MVS™) to decompress the file(s).

Initial Setup

Follow this procedure to set up VMDPACK/SLDPAC on the HOST by downloading the files from the Web to your PC, uploading the files to VM/MVS and decompressing them with DETERSE/TRSUNPCK.

Part 1

1. Go to the SRD application in ServiceLink.
2. Down in the "Fix ID:" field, enter **vmdpack** for VM or **sldpac** for MVS and select submit.
3. On the next page, select "Download the fix." (Microsoft® Internet Explorer users: RIGHT-CLICK on DOWNLOAD THE FIX and then select SAVE TARGET AS.)
4. Depending on your browser, a window will be displayed asking you where to download the fix. The default name is **MASTER.HTML**.
5. For VM: select a work folder on your PC and name the file **VMDPACK.EXE**
For z/OS: select a work folder on your PC and name the file **SLDPAC.CLI**
6. Download the file. If your browser does not give you a download option, do a File > Save As.

Part 2

1. Go back to the SRD page.
2. Enter **deterse** for VM or **trsunpck** for z/OS® in the "Fix ID:" field and select submit.
3. Download the fix file as you did in Part 1.
For VM: select a work folder on your PC and name the file **DETERSE.SER**
For z/OS®: select a work folder on your PC and name the file **TRSUNPCK.SER**
4. Download or save the file as you did in Part 1.

Part 3

1. Go to a 3270 emulator and logon to your HOST system. (For MVS, native TSO seems to work best, i.e., the READY prompt, after you have exited from ISPF.) There are many flavors of file transfer and this document does not try to identify all of the possible different ways in which they work. Basic parameters required for the transfer are included here.
2. Invoke file transfer for your emulator.
3. Select "VM/CMS" or "MVS" as the host system type
4. Select "Send to a Host from a PC" as the file transfer type.

Part 4 - VM

1. From the work folder where you saved VMDPACK.EXE, select it as the PC File and make **VMDPACK EXEC A** the Host File.
2. Set the Transfer Type to Binary. This will generate a parameter list of **RECFM V**.
3. Transfer the file.

4. From the work folder where you saved DETERSE.SER, select it as the PC File and make **DETERSE SERVLINK A** the Host File.
5. If needed, set the Transfer Type to Binary and transfer the file.

Part 4 - z/OS

1. From the work folder where you saved SLDPAC.CLI, select it as the PC File and make **SLDPAC.CLIST** the Host File. Do not put the HOST dataset in quotes. This will let the system add a prefix to the file with a high-level qualifier, your TSO ID.
2. You will need to do a BINARY file transfer and change the parameters. This may require setting up a custom transfer type or entering custom parameters. You may be able to enter these parameters in a custom field during the file transfer, or edit a template, or go into a separate setup menu to find where you can customize the transfer parameters. The transfer must include only the parameters: **RECFM(F) LRECL(80)**.
3. Transfer the file.
4. From the work folder where you saved TRSUNPCK.SER, select it as the PC File and make **TRSUNPCK.SERVLINK** the Host File. Do not put the HOST dataset in quotes.
5. Set up another BINARY file transfer as you did for SLDPAC.CLIST.
6. Transfer the file.

For VM only - Setting up VMDPACK

1. From a VM command prompt, enter VMDPACK.
2. Running VMDPACK the first time installs it and sets up DETERSE SERVLINK as DETERSE MODULE.
3. After the DETERSE MODULE is set up, VMDPACK displays its menu screen.
4. Exit from the VMDPACK menu screen.

For z/OS only - Setting up SLDPAC

1. From your TSO session, copy the SLDPAC CLIST to your CLIST library. Your default library is probably *hllvl*.CLIST.CLIST where *hllvl* is your TSO ID or high-level qualifier.
2. Before you proceed, you will need your job accounting information, job class and message class. To find this information, look at the JOBCARD of a recent job you submitted.
3. Go to the TSO Command. Option 6 from the main menu.
4. Type **SLDPAC** and click Enter. If you have problems with TSO finding the CLIST, you can try the following command (if *hllvl*.CLIST.CLIST is the library: **exec clist.clist(sldpac)**).
5. Type **TRSUNPCK** in the PTF or RLF number field and press Enter.
6. Follow the instructions on the screen for entering the remaining information.
7. A job will be submitted that link-edits TRSUNPCK and places it in a library called *hllvl*.TERSE.LOADLIB.
8. Using TSO, create a library to store your PTFs, using sequential or PDS, The record length needs to be 80. SLDPAC is now ready to decompress your PTFs.

Ordering PTF numbers

1. From SRD in ServiceLink, enter the PTF number(s) you want in the "PTFs:" window and click Continue.
2. The Shipping and Order Information page is displayed. Change the "Shipping Medium:" field to INET – Delivery to an Internet server.
3. View the rest of the page and make any other changes appropriate for you.
4. When ready, click the Submit button.
5. An Order Submitted page will be displayed. Make a note of the order number and click "Return to: SRD"
6. The SRD page is displayed. Click on the highlighted link **Retrieve order(s) from Internet server**. There may be a time delay between submitting the order and this link appearing. For emergency requests, select the Emergency button when selecting the order priority.
7. A current Directory page will be displayed, containing your order number. Click on your order number.

8. A page with a directory of three files will be displayed. Click on the file **ftp.txt** This is a text file and contains the character count for the remaining files. Print this page or make a note of the character counts.
9. Go back to the previous page. Filenames that start with **vlst..** for VM or **mlst..** for MVS are cover letters; filenames that start with **vptf..** for VM or **mptf..** for z/OS are PTFs.

Downloading PTF files to your PC

1. To download a file with a bin extension, click on the file to download. (Depending on your browser, a screen should be displayed asking you where you want the file downloaded and probably has the extension bin or exe.)
2. Select a work folder on your PC and download the file. (If your browser displays this item instead of giving you a download option, do a File > Save As.)
3. To download mlstxxxx.txt, click on the file to display it, and do File > Save As.

Uploading files to the HOST

Part 1

1. Go to a 3270 emulator and logon to your HOST system.
2. Invoke file transfer for your emulator.
3. Set the Host System Type to "VM/CMS" or "MVS".
4. Set the File Transfer Type to "Send to a Host from a PC". Go to Part 2.

Part 2 - VM

1. From the work folder where you saved the downloaded files, select one as the PC File and type its name with a filetype of SERVLINK and A as the file mode for the Host File.
2. You will need to do a BINARY file transfer like you did in Initial Setup.
The transfer must include only the following parameters: **RECFM F LRECL 1024**
3. Transfer the files.

Part 2 - z/OS

1. If you downloaded a cover letter file (MLST) select it as the PC File.
2. Make **MLSTnnnn.SERVLINK** the Host File.
3. You will need to do a TEXT file transfer. The record length is 80. Transfer the file. The file should now be on your MVS system with a RECFM of FB, and LRECL 80.
4. From the appropriate work folder, select the PTF file MPTFnnnn (where nnnn is the last four characters of the filename) as the PC File and make **MPTFnnnn.SERVLINK** the Host File.
5. You will need to do a BINARY file transfer like you did with SLDPAC in Initial Setup. The transfer must include only the parameters **RECFM(F) LRECL(1024) BLKSIZE(10240)**.
6. Transfer the file. The file should now be on your MVS system with a RECFM of FB, LRECL 1024 and BLKSIZE 10240.

For VM only - Running VMDPACK

1. From a VM command line, enter **VMDPACK**.
2. From the VMDPACK menu, type a **Y** next to both of your files and press Enter.
3. After VMDPACK is complete, your files will have a RECFM of V and LRECL 4005.

For z/OS only - Running SLDPAC

1. Go to your TSO session. Before continuing, you will need your job accounting information, job class, message class and an allocated sequential or PDS file with 80 character records to store the PTF.
2. Look at the JOBCARD of a recent job you submitted for this information.
3. Go to the TSO Command (TSO option 6 from the main menu).
4. Type **SLDPAC** and click Enter.

5. Type **MPTFnnnn** (where nnnn is the last four characters of the PTF filename) in the PTF or RLF number field and click Enter.
6. Follow the instructions displayed on the screen for entering the remaining information. A job will be submitted that decompresses your PTF.

Downloading APAR fix

To download an APAR fix from the DLL library using the Fix ID, you will need to do a BINARY file transfer like you did for Initial Setup but the transfer must include only the parameters **RECFM(F) LRECL(80)**.

VIII. Contacts

For question, contact Mark Fyffe, market manager, at tie line 293-3067, direct at 845-433-3067, or via e-mail at fyffe@us.ibm.com .

© Copyright IBM Corporation 2005

International Business Machines Corporation
Route 100
Somers, NY 10589
U.S.A.

Printed in the United States of America
6-05
All Rights Reserved

IBM, the IBM logo, IBMLink, eServer, MVS, z/OS and zSeries are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

Microsoft is a registered trademark of Microsoft Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.