imaginative invincible intuitive indestructible innovative innerpeace incontrol incredible inventive immediate improving integral illuminating important international industrious intriguing inspiring ingenius impressive integrated illustrious intricate intelligent impassioned imaginative invincible intuitive indestructible innovative innerpeace incontrol incredible inventive immediate improving integral illuminating important international industrious intriguing inspiring ingenius impressive integrated illustrious intricate intelligent impassioned imaginative invincible intuitive indestructible innovative innerpeace incontrol incredible inventive immediate improving integral illuminating important international industrious intriguing inspiring ingenius impressive integrated illustrious intricate intelligent impassioned imaginative invincible intuitive indestructible innovative innerpeace incontrol incredible inventive immediate improving integral illuminating important international industrious intriguing inspiring ingenius impressive integrated illustrious intricate intelligent impassioned imaginative invincible intuitive indestructible innovative innerpeace incontrol incredible inventive immediate improving integral illuminating important international industrious intriguing inspiring ingenius impressive integrated illustrious intricate intelligent impassioned imaginative invincible intuitive indestructible innovative innerpeace incontrol incredible inventive immediate improving integral illuminating important international industrious intriguing inspiring ingenius impressive integrated illustrious intricate intelligent impassioned imaginative invincible intuitive indestructible innovative innerpeace incontrol incredible inventive immediate improving integral illuminating important international industrious intriguing inspiring ingenius impressive integrated illustrious intricate intelligent impassioned imaginative invincible intuitive

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Common Europe Luxembourg Introducing IBM eServer i5 & (50)s

Maintain and Manage i5/OS and Related Software by Eddy Pasteger, REAL Solutions S.A.

# Agenda

- Understand
  - → Concepts and definitions : what's what ?
- Find
  - → How to get information about code fixes
- Order
  - → How to get code fixes
- Install
  - → How to install code fixes
- Distribute
  - → Multiple iSeries ? ... Advanced Tips & Techniques !
- Clean
  - → Housekeeping Tasks
- Maintenance Strategy
  - → What to do ?
- Questions & Answers

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# Warning!

This presentation contains information about i5/OS V5R3.

While i5/OS is fully compatible with OS/400, some function presented hereinafter may not work under OS/400.



Maintain and Manage i5/OS and Related Software

#### **Understand**

Concepts and Definitions

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#### What is a PTF?

- Program Temporary Fix
  - → A temporary solution to a bug in a software product
  - → Someone encouters a problem (and reports it)
  - → An Authorized Problem Analysis Report (APAR) is opened
  - → A PTF is made available, the APAR is closed
  - → The PTF is provided to the development group who works on the next release
- Also known as "FIX"
  - → The term "PTF" is used within the character-based interface
  - → The term "FIX" is used within the graphical interface
  - → Both means the same thing

# Single fixes

- HIPER PTF
  - → HIgh-impact and/or PERvasive
  - → Correct severe problems that can occur on the system
  - → Examples :
    - The system crash or hang and requires an IPL to recover
    - The system is stuck in a looping condition
    - The system's data integrity is threatened
    - The system experience a severe performance degradation

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# Single fixes

- Requisites PTF
  - → PRE-Requisite PTF
    - A fix that must be installed <u>before or at the same</u> time as the fix you want to install
  - → CO-Requisite PTF
    - A fix that must be installed at the same time as the fix you want to install

# Single fixes

- Types of PTF
  - → Delayed PTF
    - · A fix that requires doing an IPL to be applied
  - → Immediate PTF
    - · A fix that can be applied without doing an IPL

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# Packages of fixes

- Cumulative PTF packages
  - → A collection of fixes for a given release of i5/OS and associated programs
  - → Contains all the fixes of the previous packages plus some new ones
  - → CYDDDVRM
    - Y is the last digit of the year
    - DDD is the Julian day
    - VRM is Version Release and Modification
  - → Example
    - C4209530 is the cumulative package made available on August 3rd, 2004 for i5/OS version 5 release 3 modification 0
  - → Not all fixes are included into cumulative packages
    - Some fixes are only applicable to specific situation and/or applications
- Also known as "CUMPACK"

# Packages of fixes

- PTF Groups
  - → A list of fixes defined to be managed as one entity
  - → SF99xxx
  - → Main PTF groups are
    - HIPER
    - DB2/UDB
    - WebSphere Application Server
    - Java
    - Backup & Recovery
    - Performance Tools
    - HTTP Server

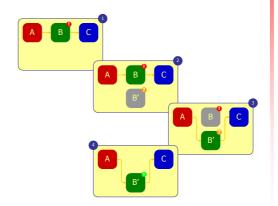
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# Packages of fixes

- Service Packs
  - → A collection of code fixes for :
    - iSeries Access for Windows
    - Windows Integration
  - → After installation on the system, deployment actions are required

### How PTFs are made active?

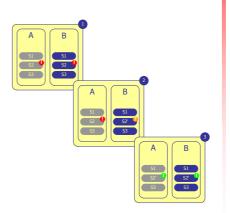
- Software PTF
  - → Numbered : SIxxxxx
  - → Status
    - On Order
    - Save File Only
    - Not Applied
    - Temporarily Applied
    - Permanently Applied
    - Superseeded



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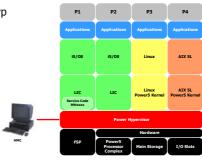
### How PTFs are made active?

- Microcode PTF
  - → Numbered : MFxxxxx
  - → Status
    - On Order
    - Save File Only
    - Not Applied
    - Temporarily Applied
    - Permanently Applied
    - Superseeded



### How PTFs are made active?

- Hypervisor PTF
  - → Numbered : MHxxxxx
  - → Status
    - On Order
    - Save File Only
    - Not Applied
    - Temporarily Applied
    - Permanently Applied
    - Superseeded
  - → Special actions required to update pHyp



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#### **Find**

How to get information about code fixes

- Electronic Customer Support
  - → SNDPTFORD PTFID(SFxxxxx)



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# Sources of Information

http://www.ibm.com/server/eserver/support/iseries/index.html



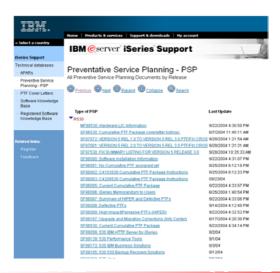
- http://www.ibm.com/server/eserver/support/iseries/index.html
  - → Go through:
    - "Technical Databases"
    - "Preventive Service Planning PSP"
    - "Preventive Service Planning Documents by Release"
    - "R530"



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#### Sources of Information

http://www.ibm.com/server/eserver/support/iseries/index.html



- http://www.ibm.com/server/eserver/support/iseries/index.html
  - → The most useful documents :
    - SF98530 Current Cumulative Package
    - SF9808X Cumulative Package Installation Instructions
    - SF98087 Summary of HIPER and Defective PTFs
    - SF98088 Defective PTFs
    - SF98089 High Impact/Pervasive PTFs (HIPER)
    - SF98086 iSeries Memorandum to Users
    - SF98080 Software Installation Information
  - → Also available through ECS ... SNDPTFORD PTFID(SFxxxxx)!
    - Document stored as a cover letter member into QGPL/QAPZCOVER

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#### Sources of Information

- Preventive Service Planning Documents
  - Contents
    - Last updates
    - Last cumulative PTF package
    - Next cumulative package
    - General information about support websites and PSPs
    - Pre-HIPER information: about Circumventions for future HIPER PTFs
    - General information: about Installation and Operations
    - Service information : about HIPER/Pervasive
    - PTFs in error

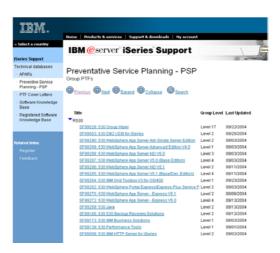
- http://www.ibm.com/server/eserver/support/iseries/index.html
  - → Go through:
    - "Technical Databases"
    - "Preventive Service Planning PSP"
    - · "All Group PTF by Release"
    - "R530"



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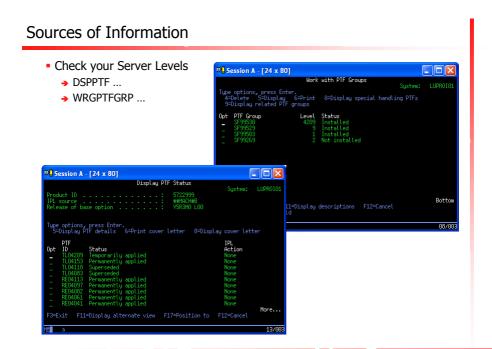
#### Sources of Information

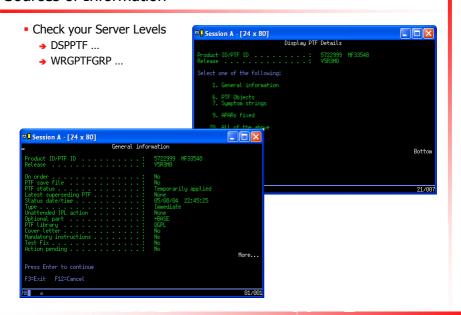
http://www.ibm.com/server/eserver/support/iseries/index.html



Group PTF Documents



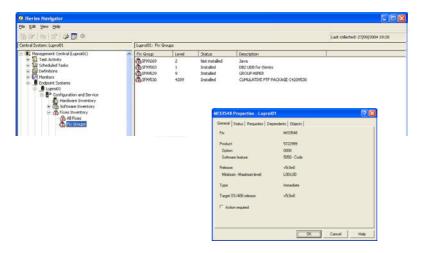




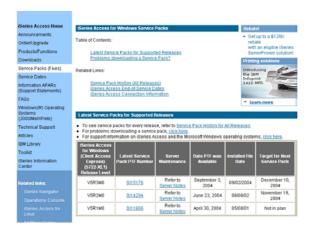
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### Sources of Information

- Check your Server Levels
  - → iSeries Navigator & Management Central



- Where to find information about service packs ?
  - → iSeries Access for Windows
    - http://www.ibm.com/servers/eserver/iseries/access/
    - Go through: « Service Packs (Fixes) »



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#### Sources of Information

- Where to find information about service packs ?
  - → Windows Integration
    - http://www.ibm.com/servers/eserver/iseries/access/
    - Go through: « Service Information », then « Service Packs »





Maintain and Manage i5/OS and Related Software

#### **Order**

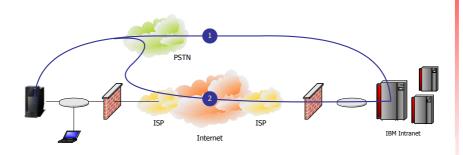
How to get code fixes

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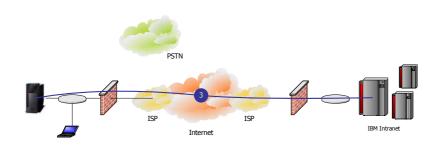
# How to get fixes?

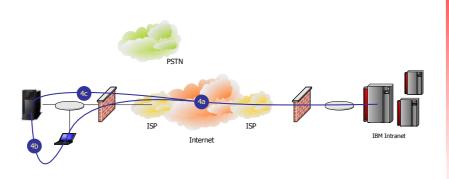
- Electronic Customer Support
  - Inventory
  - → Problem Reporting
  - Fixes
  - → Remote Support





# ECS thru Virtual Private Network

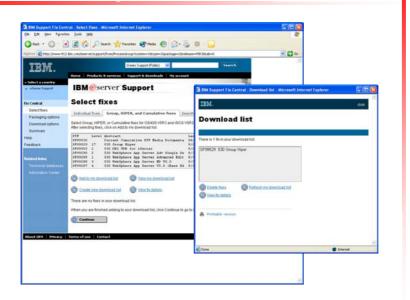




# Get fixes thru ECS



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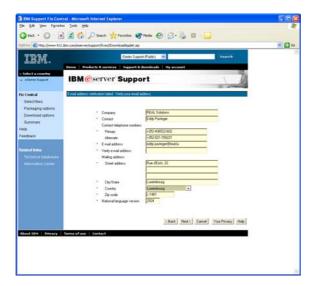
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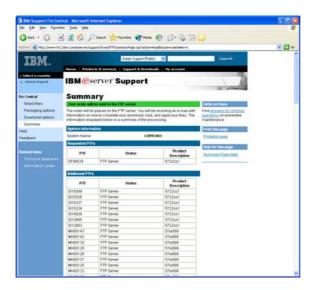
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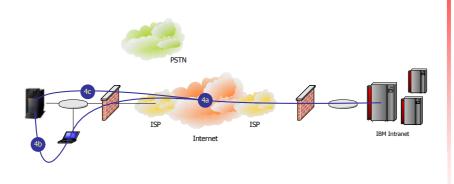


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```
COERVER = 34-STATUS SOURCE = EMAIL COERNBR = 317752 PROBNBR = 04887
BO_NMBR = 999 CNTYNBR = 101 FRMNODE = BLDISDMC FRMUSER = R370ACK
TO_NODE = NONE TO_USER = NONE SHPDATE = 20040929091014
TEXT
                           --> YOUR FIX PACKAGE IS READY <--
TEXT
TEXT
         = SDF Order# B5786956 is ready 20040929
TEXT
TEXT
          = Thank you for using the FTP server for your support
           = needs. If you received this notice in error, please
= disregard. You will not be receiving any additional
= correspondence related to this transaction.
TFXT
TEXT
TEXT
TFXT
           = Note: The fix package will be deleted in 48 hours.
TEXT
TEXT
TEXT
           = INFORMATION YOU WILL NEED TO RETRIEVE YOUR ORDER
TEXT
               Your userid
                                        --> as9rb4m
TEXT
                                     --> t4q8db8w
--> inetsd01.boulder.ibm.com
--> ascii/binary
                Your password
               FTP server
Transfer type
TEXT
TEXT
          = Directory on server --> /b5786956/1uproi01/c
= Files to get --> ftpSF99529.txt
= --> ilstSF99529.txt
TFXT
TFXT
                                           --> SF99529 1.bin
TEXT
TEXT
           = 1) The ftpSF99529.txt file contains the number of bytes in
TFXT
                 each file.
           = 2) The ilstSF99529.txt file contains information and
TEXT
           = instructions for your order.
= 3) Each " .bin" file contains one virtual CD image.
```



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Maintain and Manage i5/OS and Related Software

#### Install

How to install code fixes

### Cover Letter

- PTF Save Files are located into library QGPL
  - → QMFxxxxx
  - → QMHxxxxx
  - → QSFxxxxx
- PTF Cover Letters are located into file QGPL/QAPZCOVER



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#### Cover Letter

Sample PTF Cover Letter



#### Cover Letter

#### Sample PTF Cover Letter

#### APAR Error Description / Circums

DESCRIPTION OF PROBLEM FIXED FOR APAR SE16115 :

Service pack for iSeries Integration for Windows server.

This PTF indicates that the following PTF's have been applied to your Windows server once you have run the synchronize function on the Windows server.

1460... For the Windows server.

1460... Fynancially unitaring storage from a Windows Server.

1460... Fynancially unitaring storage from a Windows Server.

1460... Fynancially unitaring storage from a Windows Server.

1460... Fyrewineability support for update Windows storage device drivers.

1460... Fyrewenian of hardware failures during Windows shutdown and reboot.

Note: Removing just this service pack PTF will not remove any of the PTFs listed above. To remove this service pack PTF and all of the PTFs listed above, you must first remove this service pack PTF and all of the PTFs listed above. You were the PTFs listed above from the listies and then run the synchronize function on the Windows server.

For more information on an individual PTF including special instructions, please refer to the cover letter of that PTF.

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#### Cover Letter

Sample PTF Cover Letter

None.

THIS PTF CAN BE APPLIED IMMEDIATE OR DELAYED.

PTF/FIX NO(S). APAR TITLE LINE

System	iSeries
Models	
Release	V5R3M0
Recompile	
Library	QNTAP
MDI Footure	NONE

#### **Installation Process**

- Load the PTF
  - → LODPTF LICPGM() DEV() SELECT() SPRPTF(\*YES \*APYPERM/\*NOAPY)
- Apply an immediate PTF
  - → APYPTF LICPGM() SELECT() APY(\*TEMP/\*PERM) DELAYED(\*NO)
- Mark a delayed PTF for application at next IPL
  - → APYPTF LICPGM() SELECT() APY(\*TEMP/\*PERM) DELAYED(\*YES) + IPLAPY(\*YES \*APYPERM/\*NOAPY)
- Verify
  - → Check the job log
  - → GO LICPGM, Option 50
- Process any activation/special instruction
  - → Refer to cover letter

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#### Removal Process

- Only temporarily applied PTFs can be removed
- Remove an immediate PTF
  - Temporarily:
    - RMVPTF LICPGM() SELECT() RMV(\*TEMP) RMVDEP(\*YES)
    - The PTF will be temporarily removed, it will be applied again
  - → Permanently :
    - RMVPTF LICPGM() SELECT() RMV(\*PERM) RMVDEP(\*YES)
    - SLIC fixes must be always removed permanently
- Remove a delayed PTF
  - → Temporarily :
    - RMVPTF LICPGM() SELECT() RMV(\*TEMP) RMVDEP(\*YES)
  - → Permanently :
    - RMVPTF LICPGM() SELECT() RMV(\*PERM) RMVDEP(\*YES)
    - SLIC fixes must be always removed permanently
  - → Do an IPL to the B-Side to process to the removal process

# \* Rule 1 \* Refer to instructions related to the package

\* Rule 2 \*
Always refer to instructions related to the package

\* Rule 3 \*

If you think that you are clever enough to process to the cumulative package installation without instructions, please read again rules 1 & 2

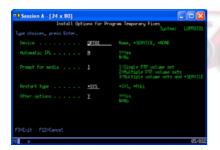
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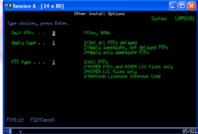
# Install a Cumulative Package

- Pre-installation tasks
  - → Copy all the cover letters for PTF that are not already applied
    - CPYPTFCVR DEV() LICPGM(\*ALL) SELECT(\*NOTAPY)
  - → Review all the cover letter for PTF with activation/special instructions
    - DSPPTFCVR LICPGM(\*ALL) SELECT(\*NOTAPY) CVRATR(\*SPCINST)
  - → Perform required backups

# Install a Cumulative Package

- Installation tasks
  - → Check for requisite PTF, according cumpack specific instructions
  - → GO PTF, Option 8





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# Install a Cumulative Package

- Installation tasks
  - → Perform an IPL to B-Side
    - PWRDWNSYS OPTION(\*IMMED) RESTART(\*YES) IPLSRC(B)
  - → WARNINGS!
    - PTFs will not be applied during an abnormal IPL or during an attended IPL
    - DO NOT INTERRUPT PTF INSTALLATION PROCESSES!
      - SLIC PTF installation: SRC C600:4400 and SRC C600:4401
      - i5/OS PTF installation : SRC C900:2967
    - DAMAGE MAY OCCUR!

### Install a Cumulative Package

- Post-installation tasks
  - Verify the installation
    - GO LICPGM, Option 50 (Install History)
    - · Check for messages:

```
PTF installation process started.
Loading of PTFs started.
Loading of PTFs completed successfully.
Marking of PTFs for delayed application started.
Marking of PTFs for delayed application completed successfully.
PTFs installed successfully.
Apply PTF started.
Applying of PTFs for product 5722999 completed successfully.
Applying of PTFs for product 5722SS1 completed successfully.
Applying of PTFs completed.
PTFs applied or removed during IPL.
```

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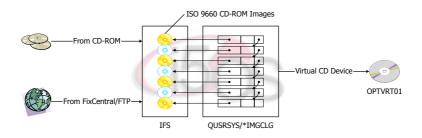


Maintain and Manage i5/OS and Related Software

#### **Distribute**

Multiple iSeries ? ... Advanced Tips & Techniques

• What is it?



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#### Virtual Media Install

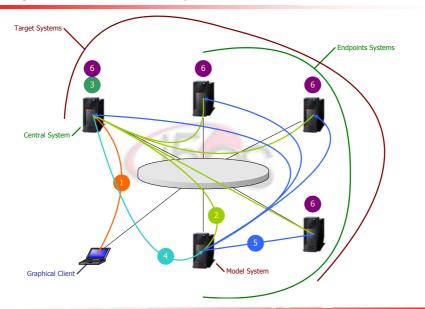
- How does it work?
  - → This functionality requires OS/400 V5R2 or i5/OS V5R3!
  - → Create a virtual optical device :
    - CRTDEVOPT DEVD(OPTVRT01) RSRCNAME(\*VRT)
    - VRYCFG CFGOBJ(OPTVRT01) STATUS(\*ON)
  - → Create and populate an image catalog :
    - CRTIMGCLG IMGCLG(CUMPACK) DIR('/real/imgclg/cumpack') CRTDIR(\*YES)
    - ADDIMGCLGE IMGCLG(CUMPACK) FROMDEV(OPT01)
    - ADDIMGCLGE IMGCLG(CUMPACK) FROMFILE(/real/ftp/temp/sf99529\_1.bin)
  - → Link the image catalog to the virtual optical device :
    - LODIMGCLG IMGCLG(CUMPACK) DEV(OPTVRT01) OPTION(\*LOAD)
    - VFYIMGCLG IMGCLG(CUMPACK) TYPE(\*PTF) SORT(\*YES)
  - → Follow your cumpack instructions, use OPTVRT01 as device where requested

### Virtual Media Install

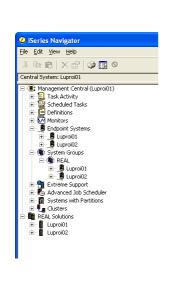
- How does it work?
  - → Unlink the image catalog from the virtual optical device :
    - LODIMGCLG IMGCLG(CUMPACK) DEV(OPTVRT01) OPTION(\*UNLOAD)
  - → Cleanup the image catalog:
    - DLTIMGCLG IMGCLG(CUMPACK) KEEP(\*NO)
    - RMVLNK OBJLNK('/real/imgclg/cumpack')

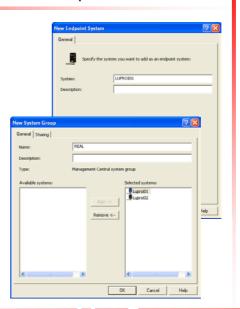
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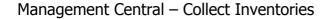
# Management Central - Principles



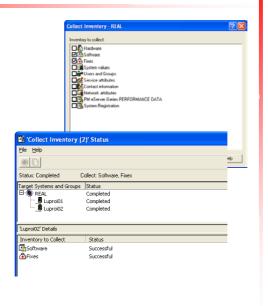
# Management Central - Endpoints & Groups



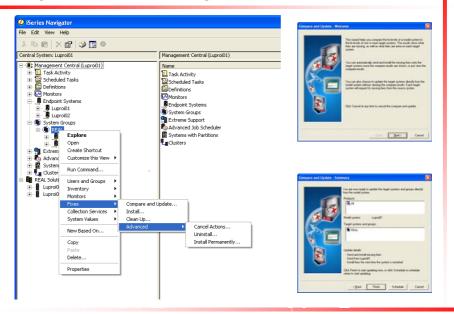








# Management Central – Manage Fixes



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# Housekeeping Tasks

- Over time, save files and cover letters for fix tend to accumulate!
  - → Use the Management Central's Cleanup Function:
    - To an Endpoint System
    - To a Group of Systems
  - → Using the Delete PTF Command:
    - DLTPTF PTF(\*ALL) LICPGM(\*ALL) RLS(\*ALL)
  - → WARNING!
    - Avoid to manually delete save files or cover letter members!
    - This does not update the internal PTF management indexes!

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### Maintenance Strategy

- There is no single recommandation
  - → Each server environment must be assessed
- Questions to consider
  - → What are you doing to prevent system failures?
  - → Is your standard approach proactive or reactive?
  - → Is the system a production or test environment?
  - → Is the system on a new or stabilized software release?
- A preventive maintenance strategy
  - → Reduces unplanned outages or program failures
  - → Provides optimal system performance and availability

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## Maintenance Strategy - Sample

- Daily Activities
  - → Run backup procedures
  - → Order and apply individual fixes as needed
- Weekly Activities
  - → Order and review Preventive System Planning (PSP)
  - → Order and apply relevant HIPER fixes
  - → Print and review hardware error log
- Monthly Activities
  - → Order and apply HIPER and DB2 group fixes as needed
- Quarterly Activities
  - → Order and apply current cumulative fix package (SF99vrm)
  - → Order and apply group fixes (SF99nnn) as needed
  - → Do a complete system save
  - → Perform system cleanup functions



# References





### **Contact Information**

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