RMEx: Handling Error Messages for Job Logs and Nightlys
August 16, 2012

Basics…..
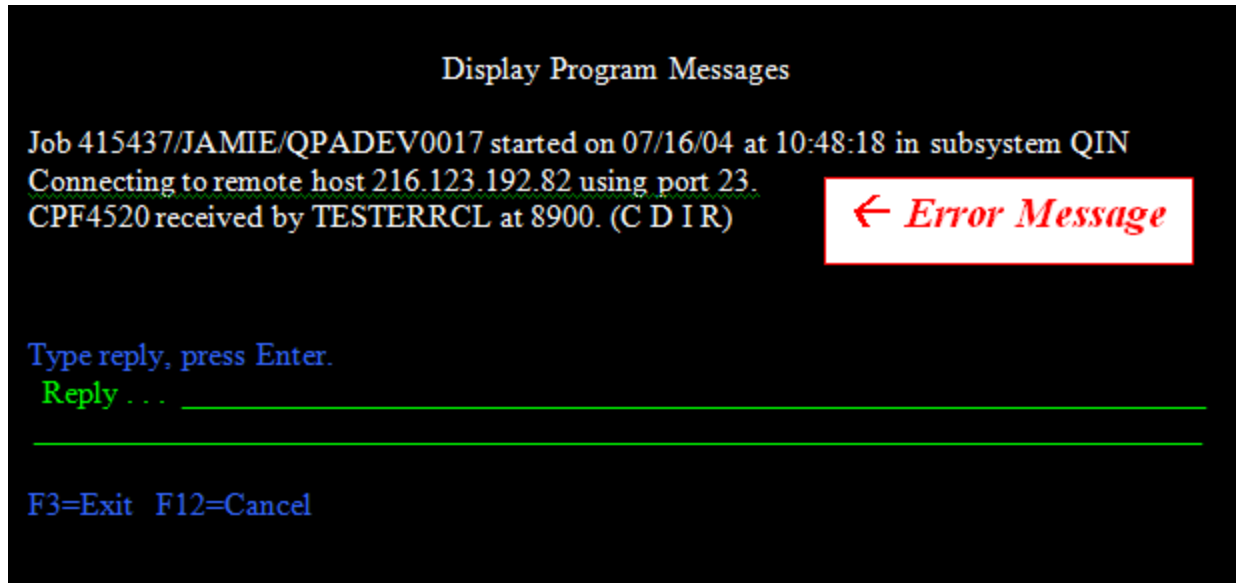
❑ You should have a technical person in the office who is familiar with the AS400
❑ Basic **AS400 commands** (*from command line*):

- **PWRDWNSYS** Power off the system
- **WRKMSG** Work with messages
- **WRKACTJOB** Work with active jobs
- **WRKSBMJOB** Work with submitted jobs
- **WRKOUTQ** Work with output queues
- **CPYFRMTAP** Copy from Tape
- **CPYTOTAP** Copy to Tape
- **CRTPF** Create a physical file
- **DLTF** Delete a physical file
- **CLRPFM** Clear a physical file
- **SAVOBJ** Save objects in iSeries format
- **RSTOBJ** Restore objects saved in iSeries format
- **DSPJOBLOG** Display job log
- **WRKDEVD** Work with device descriptions
- **CHGUSRPRF** Change user profile
- **WRKOBJLCK** Work with object lock
- **DSPSYSSTS** Display system status

What To Do When You Get Error

Send an email to support@quantrax.com with the following information
(or when calling have this information in front of you)

1. Print screen of the initial message

2. Print screen of the job log

   - To get to the job log, place the cursor directly over the white letters of the error message and press the **HELP** key

   - Depending on what software you are using will determine what your HELP key is (**Alt** + **F1** is default in client access)

     NOTE: Refer to your software documentation for more information on key mapping

3. List of details took prior to getting the error message

```
                    Display Program Messages

Job 415437/JAMIE/QPADEV0017 started on 07/16/04 at 10:48:18 in subsystem QIN
Connecting to remote host 216.123.192.82 using port 23.
CPF4520 received by TESTERRCL at 8900. (C D I R)          ← Error Message




Type reply, press Enter.
 Reply . . .  _____

         _____


F3=Exit   F12=Cancel
```

What To Do When You Get Error

1. Another message Information screen
2. Press **F10** to display messages in job log, then press **F18** to move *Bottom*

```
                  Additional Message Information

Message ID . . . . . . :  TCP101F
Date sent  . . . . . . :  07/16/04     Time sent . . . . . . :   10:55:05

Message . . . . :   Connecting to remote host 216.123.192.82 using port 23.

Cause . . . . . :   The client is attempting to open a connection to the
   specified server. A subsequent message will indicate if the attempt was
   successful. Success is determined when the server sends a reply verifying
   that a connection was established.

                                                              Bottom
Press Enter to continue.

F1=Help  F3=Exit  F6=Print    F9=Display message details
F10=Display messages in job log  F12=Cancel  F21=Select assistance level
```

```
                       Display All Messages

                                    System:   S105F6FM
Job . . :  QPADEV0017   User . . :  JAMIE      Number . . . :  415437

7>> call testerrcl
    Member SCACCT file SCACCT in SCDATA closed.
    No file open with identifier SCACCT.
    Function check. CPF4520 unmonitored by TESTERRCL at statement 8900,
      instruction X'0010'.
    CPF4520 received by TESTERRCL at 8900. (C D I R)
    CPF4520 received by TESTERRCL at 8900. (C D I R)
```

Print this screen for support

```
                                                              Bottom
Press Enter to continue.

F3=Exit  F5=Refresh  F12=Cancel  F17=Top  F18=Bottom
```

Answering an Error Message

- ❏ Answering a message **C, D**, **S**, **F** all do the same thing – they STOP the program
- ❏ The difference is the information that we are given to help solve the problem:
  - ❏ **C** is reasonable
  - ❏ **D** is the best
    - ✓ **Example**: If a Data decimal error a **D** is really the only way to help us solve, we will probably recreated a data decimal so we can take a **D**
  - ❏ **I** *can* be OK, but it is situation by situation.
  - ❏ **S** and **F**: Unless talking to IBM should probably **not be used**
  - ❏ **G** to a message is **never a good idea**

```
                    Display Program Messages

Job 836130/PATL/PATSPC started on 08/07/12 at 09:09:47 in subsystem QINTER i
Decimal-data error occurred (C G D F).




Type reply, press Enter.
  Reply . . .    _


F3=Exit   F12=Cancel
```

Data Decimal Error

❑ **Cause**: When a field has been designed to store numeric data and an alpha character is in this field

❑ **Example**: A character got into a phone number at the time of loading an account electronically

❑ **Solution**:

❑ If urgent:

✓ Display the Job Log

✓ Have the Job Log ready to answer support's questions and call Quantrax

❑ If not urgent:

✓ Display the Job Log

✓ Go to the bottom of the Job Log – Print the last page and email to support

✓ Respond to the messages with a **D**

Data Decimal Error

Place your cursor on the message and press the **Help** key

```
                    Display Program Messages

 Job 836130/PATL/PATSPC started on 08/07/12 at 09:09:47 in subsystem QINTER i
 Decimal-data error occurred (C G D F).
```

Type reply, press Enter.
  Reply . . .   _

F3=Exit   F12=Cancel

Data Decimal Error

Press **F10 to** display messages in Job Log

```
                       Additional Message Information
 _

 Message ID . . . . . . . :    CPF1124
 Date sent  . . . . . . . :    08/07/12      Time sent  . . . . . . . :    09:09:47


 Message . . . . :    Job 836130/PATL/PATSPC started on 08/07/12 at 09:09:47 in
   subsystem QINTER in QSYS. Job entered system on 08/07/12 at 09:09:47.




















                                                                        Bottom
 Press Enter to continue.


 F1=Help    F3=Exit    F6=Print      F9=Display message details
 F10=Display messages in job log    F12=Cancel    F21=Select assistance level
```

Data Decimal Error

Place your cursor on the line that says **Data Decimal Error** and press the **Help** key

```
                        Display All Messages
                                                System:    S10E9B6C
 Job . . :    PATSPC        User . . :    PATL       Number . . . :    836130


_3>> call zerr3cl
_    Decimal data error.
     Function check. MCH1202 unmonitored by ZERR3CL at statement 0000000026,
        instruction X'0000'.
     Decimal-data error occurred (C G D F).
     Decimal-data error occurred (C G D F).




                                                                    Bottom
 Press Enter to continue.

 F3=Exit   F5=Refresh   F12=Cancel   F17=Top   F18=Bottom
```

Data Decimal Error

Press **F9** to display message details

```
                        Additional Message Information
_

  Message ID . . . . . . . :    MCH1202
  Date sent  . . . . . . . :    08/07/12      Time sent  . . . . . . :    09:10:07


  Message . . . . :    Decimal data error.

  Cause . . . . . . :    The sign or the digit codes of the packed or the zoned
    decimal operand is in error.  Valid signs are hex A-F, valid digit range is
    hex 0-9.






                                                                      Bottom
  Press Enter to continue.


  F1=Help   F3=Exit   F6=Print   F9=Display message details   F12=Cancel
  F21=Select assistance level
```

Data Decimal Error

If urgent, call support and tell them you got a **Data Decimal Error** in program *ZERR3CL* in Library *SCERRTST* and from *Statement 26*

```
                        Display Message Details
_

 Message ID . . . . . . . :   MCH1202       Severity . . . . . . . . :    40
 Date sent  . . . . . . . :   08/07/12      Time sent  . . . . . . . :    09:10:07
 Message type . . . . . :   Escape
 From . . . . . . . . . :   PATL          CCSID  . . . . . . . . . :    65535


 From program . . . . . . . . . . :    ZERR3CL
   From library . . . . . . . . :      SCERRTST
   From module  . . . . . . . . :      ZERR3CL
   From procedure . . . . . . . :      ZERR3CL
   From statement . . . . . . . :      26


 To program . . . . . . . . . . . :    ZERR3CL
   To library . . . . . . . . . . :      SCERRTST
   To module  . . . . . . . . . . :      ZERR3CL
   To procedure . . . . . . . . . :      ZERR3CL
   To statement . . . . . . . . . :      26

                                                                    More...

 Press Enter to continue.


 F1=Help    F3=Exit    F12=Cancel
```

Function Check

- ❑ **Cause**: Generic message that can be caused my various things; a program is trying to do
      something and is stopped
    - ❑ **Examples**:
        - ✓ File issue
        - ✓ Program not found
        - ✓ Code is missing
        - ✓ Record lock
- ❑ **Solution**: Put your cursor on the message and press **Help**

    - ❑If urgent:
        - ✓Contact support and tell them that you got a Function Check and read them the line above the function check message

        Example: I got a function check in program **ZERR1CL** – File **ZERR1FM** not found in *__LIBL__ or **inline data missing**

    - ❑If not urgent:
        - ✓Email support the last page of the job log

Function Check

Put your cursor on the message and press the **Help** key

```
                        Display Program Messages

Job 836043/PATL/PATSPC started on 08/07/12 at 06:39:00 in subsystem QINTER i
All jobs at work station PATSPC disconnected.
CPI1131 Job 836043/PATL/PATSPC disconnected by user QSYS.
Job connected again. Sign on information ignored.
CPF4101 received by ZERR1CL at 5400. (C D I R)
_
```

```
Type reply, press Enter.
  Reply . . .  _____
```

Function Check

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Hit **F10** to Display Messages in Job Log

```
                    Additional Message Information
_

Message ID . . . . . . . :    CPA0701
Date sent . . . . . . . :    08/07/12       Time sent . . . . . . . :    08:47:42


Message . . . . :    CPF4101 received by ZERR1CL at 5400. (C D I R)


Cause . . . . . :    Control language (CL) program ZERR1CL in library SCERRTST
  detected an error at statement number 5400. Message text for CPF4101 is:
  File ZERR1FM in library *LIBL not found or inline data file missing.
Recovery . . . :    This inquiry message can be avoided by changing the
  program. Monitor for the error (MONMSG command) and perform error recovery
  within the program. To continue, choose a reply value.
Possible choices for replying to message . . . . . . . . . . . . . . . . :
  C -- Cancel the CL program.
  D -- Dump the CL program variables and cancel the CL program.
  I -- Ignore the failing command.
  R -- Try the failing command again.
                                                                    Bottom
Press Enter to continue.


F1=Help   F3=Exit   F6=Print      F9=Display message details
F10=Display messages in job log   F12=Cancel   F21=Select assistance level
```

Function Check

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Press **F18** to go to the bottom and you will see that there was a Function Check

```
                      Display All Messages
                                            System:    S10E9B6C
Job . . :   PATSPC         User . . :   PATL        Number . . . :   836043


7>> call zerr1cl
    File ZERR1FM in library *LIBL not found or inline data file missing.
    Function check. CPF4101 unmonitored by ZERR1CL at statement 5400,
      instruction X'000F'.
    CPF4101 received by ZERR1CL at 5400. (C D I R)
    CPF4101 received by ZERR1CL at 5400. (C D I R)




                                                              Bottom
Press Enter to continue.

F3=Exit   F5=Refresh   F12=Cancel   F17=Top   F18=Bottom
```

Level Check

- **Cause**: A Physical File was changed to an existing program and the program was not recompiled

- **Example A**: Changes were made to the **Account Master File** and the **Inquiry** program was <u>not</u> re-compiled. This could happen to a modification as well as a new program.

- **Example B**: The file layout for one of your **New Business Loads** changes and we do not recompile the program

- **Solution**:
  - Contact support
  - Send print screen of the Job and send us the program name and Level Check in what file (screen)
  - Quantrax will need to compile here and resend code – important to send program **and** file information

Level Check

Put your cursor on the message and press the **Help** key

```
                      Display Program Messages

Job 836126/PATL/PATSPC started on 08/07/12 at 09:01:37 in subsystem QINTER i
CPF4131 received by ZERR2CL at 5400. (C D I R)










Type reply, press Enter.
  Reply . . .  _


F3=Exit   F12=Cancel
```

Level Check

Press **F10** to display the Job Log, then press **F18** on the next screen to go to the bottom

```
                        Additional Message Information
_

 Message ID . . . . . . . :    CPA0701
 Date sent  . . . . . . . :    08/07/12      Time sent  . . . . . . :    09:01:58


 Message . . . . :     CPF4131 received by ZERR2CL at 5400. (C D I R)


 Cause . . . . . :     Control language (CL) program ZERR2CL in library SCERRTST
   detected an error at statement number 5400. Message text for CPF4131 is:
   Level check on file ZERR2FM in library SCERRTST with member *N.
 Recovery  . . . :     This inquiry message can be avoided by changing the
   program. Monitor for the error (MONMSG command) and perform error recovery
   within the program. To continue, choose a reply value.
 Possible choices for replying to message . . . . . . . . . . . . . . . . . . :
   C -- Cancel the CL program.
   D -- Dump the CL program variables and cancel the CL program.
   I -- Ignore the failing command.
   R -- Try the failing command again.
                                                                      Bottom
 Press Enter to continue.


 F1=Help   F3=Exit   F6=Print      F9=Display message details
 F10=Display messages in job log   F12=Cancel   F21=Select assistance level
```

Level Check

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Tell support that you got a Level Check on **ZERR2FM** in library **SCERRTST** in program **ZERR2CL** at *Statement 5400*

```
                          Display All Messages
                                              System:    S10E9B6C
  Job . . :   PATSPC        User . . :   PATL        Number . . . :   836126

 _3>> call zerr2cl
      Level check on file ZERR2FM in library SCERRTST with member *N.
      Function check. CPF4131 unmonitored by ZERR2CL at statement 5400,
        instruction X'000F'.
      CPF4131 received by ZERR2CL at 5400. (C D I R)
      CPF4131 received by ZERR2CL at 5400. (C D I R)




                                                                    Bottom
      Press Enter to continue.

 F3=Exit   F5=Refresh   F12=Cancel   F17=Top   F18=Bottom
```

I/O Errors

- ❑ **Cause**: Many different reasons:
    - ❑ A file is not there
    - ❑ Lock on a record – catch immediately to stop the job / could be multiple jobs by same user, need to detect which one causing the problem
- ❑ **Solution**:
    - ❑ If urgent:
        - ✓ Display the Job Log
        - ✓ From command line type: **WRKUSRJOB** *username* ***active** - this gives you job that has the problem (where *username* is person experiencing issue)
        - **NOTE**: If you have a dialer you should not be locked in multiple times

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Thank you!

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