

**IBM Electronic Service Agent
for
IBM zSeries and IBM S/390
Version 1 Release 2
Messages Guide
SC38-7108-00**

June 5, 2013

Note:

Before using this information and the product it supports, read Appendix A. Notices and trademarks.

FIRST Edition 2001

SECOND Edition 2002

This edition applies to Version 1 Release 2 of Electronic Service Agent for zSeries and S/390, product number 5655-F17, and to all subsequent releases and modifications until otherwise indicated in new editions

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Summary of Changes

This topic summarizes the recent changes made to this document.

| **Second Edition, June 2013 with APAR PM90105**

- | This publication has been revised to reflect the withdrawal of functionality for sending IBM Customer Configuration Collector (CCC) data, i.e. External transaction of Electronic Service Agent.

Second Edition, May 5, 2011 with APAR PM37519

This publication has been revised to add new message HES30046E introduced with Electronic Service Agent APAR PM37519.

About This Guide

This guide provides information on the usage of the Electronic Service Agent for zSeries and S/390 program product. The guide contains all of the messages generated by the program product.

Who should read this guide?

Use this publication when you need information about an Electronic Service Agent for IBM zSeries or IBM S/390 SMP/E message or return code.

This publication will help you (1) identify the Service Agent message or return code, (2) understand the action taken by the system, and (3) respond to the message or return code as needed.

Related Information

The following publications, program directories, or Web sites may be useful to you while working with Service Agent.

Program Directory for Electronic Service Agent for zSeries and System/390	GI11-2492-01
OS/390 SMP/E User's Guide	SC28-1740
OS/390 SMP/E Commands	SC28-1805
OS/390 SMP/E Reference	SC28-1806
OS/390 SMP/E Messages and Codes	SC28-1738
S/390 Unix System Services User's Guide	SC28-1891
OS/390 MVS JCL Reference	GC28-1757
OS/390 MVS JCL User's Guide	GC28-1758
MVS Initialization and Tuning Reference	SC28-1752
MVS System Management Facility (SMF) manual	GC28-1783
Hardware Management Console Operations Guide Version 1.7.1	SC28-6805-00
Note: All s/390 publications can be found at the website: http://www.s390.ibm.com/os390	

Messages

1.0 Generalized Table Display function

HES00001W - Multiple select not allowed. Please correct.

Explanation: Multiple selections are not allowed and more than 1 selection has been made. The first selected row is placed at "top" and subsequent selections will have been blanked out (unselected). Only one row can be selected for processing.

User Response: Choose line command to select only one row for processing.

HES00002E - Invalid line command. Please correct.

Explanation: Line command used is not known or does not exist and cannot be used. Table processing is stopped at line in error.

User Response: Choose one of the listed line commands.

HES00003E - End of quote missing.

Explanation: Search text is not terminated by a quote.

User Response: Terminate the search string with a proper quote.

HES00004E - Search criteria must be numeric.

Explanation: The field to search is numeric, the search criteria must be numeric.

User Response: Use a number to search the column.

HES00005E - No search criteria.

Explanation: No search criteria was provided.

User Response: Provide criteria for search.

HES00006E - Only EQ comparison is valid for FIND command.

Explanation: Comparison operator must be EQ for the FIND command.

User Response: Use EQ comparison operator to execute the FIND command.

HES00007E - Comparison must be EQ, NE, LT, LE, GT or GE.

Explanation: Comparison operator must be EQ, NE, LT, LE, GT or GE for LOCATE command.

User Response: Use EQ, NE, LT, LE, GT or GE comparison operator to execute the LOCATE command.

HES00008I - Data found.

Explanation: A match was found, the table row is made the first displayable line.

HES00009I - Data not found.

Explanation: No match was found.

HES00010I - Bottom of table.

Explanation: No match was found. Message is displayed after NEXT command was executed.

HES00011I - Top of table.

Explanation: No match was found. Message is displayed after PREVIOUS command was executed.

HES00012I - Field is not known.

Explanation: Field name (i.e. column name) does not exist.

User Response: Enter correct name of the field you want to set or sort.

HES00013I - Field is set.

Explanation: Field has been set for search or sort commands.

HES00014I - Display is now sorted.

Explanation: The displayed table has been sorted successfully.

HES00999I *TASK_NAME (ESA_PGMID) ESA_VERSION* was compiled on *DATE* at time *TIME*

Explanation: The current task compilation information is as follows -

- *TASK_NAME* is the name of the current task;
- *ESA_PGMID* is the ESA program id;
- *ESA_VERSION* is the ESA version number;
- *DATE* is the date of compilation;
- *TIME* is the time of compilation.

2.0 Service Agent Dialog

HES20001I The Service Agent successfully STARTED.

Explanation: A START command has been successfully implemented by Service Agent.

User Response: Press *Enter* to clear message.

System Action: Service Agent tasks - Event Manager and Scanner - are activated

HES20002I The Service Agent successfully STARTED in debug mode.

Explanation: A START command has been successfully implemented by Service Agent instructing the Service Agent tasks to write debug messages.

User Response: Press *Enter* to clear message.

System Action: Service Agent tasks are activated. Only Scanner and Event Manager produce debug output to SYSPRINT. Dialog is not affected.

HES20003I SHUTDOWN command issued.

Explanation: A SHUTDOWN command has been issued and Service Agent shutdown is in progress.

User Response: Press *Enter* to clear message.

System Action: Event Manager shuts down immediately. Scanner will shutdown as soon as it finishes its remaining work.

HES20004I FORCE command issued.

Explanation: A FORCE command has been issued.

User Response: Press *Enter* to clear message.

System Action: Service Agent will perform immediate collection and/or transmission of software data depending on user selection.

HES20005I Your request to VERIFY the service connection was SENT. It will take approximately 5 minutes.

Explanation: The VERIFY command was issued.

User Response: Press *Enter* to clear message.

System Action: Service Agent will check the physical and logical connection to the focal point Hardware Management Console and IBM.

HES20006W START command cancelled.

Explanation: The user issued a START command but pressed *PF3* before Service Agent initiated processing.

User Response: Press *Enter* to clear message.

System Action: Activation of Service Agent aborted.

HES20007W The Service Agent is already ACTIVE. You cannot START it.

Explanation: Both the Event Manager and the Scanner are already active.

User Response: Press *Enter* to clear message.

System Action: The command is ignored.

HES20008W The Service Agent is NOT ACTIVE. You cannot STOP it.

Explanation: Neither Event Manager nor Scanner is active. Stop command cannot be issued now.

User Response: Press *Enter* to clear message.

System Action: The command is ignored.

HES20009I START and FORCE commands issued.

Explanation: The FORCE command was issued following confirmation of the Service Agent start.

User Response: Press *Enter* to clear message.

System Action: Service Agent starts and immediately performs collection and transmission of software, hiper/PE or hardware data.

HES20010E Unexpected return code received from EVENT MANAGER interface.

Explanation: An attempt was made to communicate with Event Manager task or Scanner task which resulted in an unhandled condition.

There are two possible scenarios that the SERVICE AGENT Dialog will issue this message.

- Dialog received RC=5 from Event Manager Interface and the requested action was not the SHUTDOWN command.
- Dialog received an unexpected return code from Event Manager Interface when processing any of the available commands.

User Response: Look at the status line at the bottom of the screen.

If it displays:

'Service Agent Current Task Status ==. UNKNOWN, Action = xxxxxxxx'

note the action = xxxxxxxx. Leave the Service Agent and try to logon to it again after a while. If, after a number of attempts to logon, the Service Agent Task Status fails to change from UNKNOWN to any other one, search problem reporting databases for a fix to the problem. If no fix exists, contact the IBM Support Center.

If it displays:

'Service Agent Current Task Status ==. UNKNOWN, EVMI rc = nnnn'

note the return code. Leave the Service Agent and try to logon to it again after a short while. If, after a number of attempts to logon, the Service Agent Task Status fails to change from UNKNOWN to any other one, search problem reporting databases for a fix to the problem. If no fix exists, contact the IBM Support Center.

System Action: This is NOT a normal condition but the dialog does not ABEND. Depending on the nature of the error most options on the Main Menu have limited functionality or are not functional at all.

The scanner task and/or event manager task most likely ABENDED and do not respond to dialog commands.

HES20011I WORK inventory in use. Browse mode substituted. Try the FORCE command later.

Explanation: The Service Agent Dialog is trying to read work inventory but another user or the Scanner is currently updating it.

User Response: Try to issue the FORCE command at a later time.

System Action: The command is ignored.

HES20012I CONFIGURATION inventory is locked by another user or task. Try again later.

Explanation: The configuration inventory is being updated.

User Response: If the hold has been placed by a Service Agent task then an immediate reissuance of the command should suffice. If a reissuance generates the same message, check for other users using the dialog.

If the message is displayed when dialog is first used, you must stop all Service Agent tasks as tasks should not be running before any agreement is signed.

System Action: The command is ignored.

HES20013I CONFIGURATION inventory is locked by another user or task. Browse mode substituted. Try again later.

Explanation: Currently displayed panel is placed in browse mode.

User Response: If the hold has been placed by a Service Agent task then an immediate reissuance of the command should suffice. If a reissuance generates the same message, check for other users using the same or other dialogues.

HES20014E VERIFY connection still in progress. You cannot issue this command now.

Explanation: Once a VERIFY command is in process, a second VERIFY command cannot be issued.

User Response: Press *Enter* to clear message.

System Action: The command is ignored.

HES20015W VERIFY data connection command has been cancelled.

Explanation: The user has issued a VERIFY command but pressed *PF3* before Service Agent initiated processing.

User Response: Press *Enter* to clear message.

System Action: The command is ignored.

HES20016E SHUTDOWN command in progress. You cannot issue this command now.

Explanation: As shutdown is in progress all subsequent commands will be ignored.

User Response: Press *Enter* to clear message.

System Action: Shutdown will complete.

HES20017I Record locked by another user or task. Browse substituted.

Explanation: The panel is placed in browse mode only.

User Response: If the hold has been placed by a Service Agent task then an immediate re-entry to the panel should suffice. If a re-entry generates the same message, check for other users using the Service Agent dialog.

System Action: All fields in the panel are output only.

HES20018E The EVENT MANAGER is down. Investigate and use START option to restart it.

Explanation: The Event Manager task is not active. It has been purged or cancelled or ended abnormally. The Service Agent cannot process any requests until the Event Manager is active.

User Response: Investigate why the task is stopped.

- Check for problem determination messages at the console and in the Event Manager job stream output. Follow the user response for these messages.
- See worklog and errorlog for any indication of problems. If there are error messages act according to user response for that message.
- If it has been cancelled or purged, restart it using the START option.

- If it ended abnormally and none of the above applies then search problem reporting data bases for a fix for the problem. If no fix exists, contact the IBM Support Center.

HES20019E The SCANNER is down. Investigate and use START option to restart it.

Explanation: The Scanner task is not active. It has been purged or cancelled or ended abnormally. The Service Agent cannot process any requests until the Scanner is active.

User Response: Investigate why the task is stopped.

- Check for problem determination messages at the console and in the Scanner job stream output. Follow the user response for these messages.
- See worklog and errorlog for any indication of problems. If there are error messages act according to user response for that message.
- If it has been cancelled or purged, restart it using the START option.
- If it ended abnormally and none of the above applies then search problem reporting data bases for a fix for the problem. If no fix exists, contact the IBM Support Center.

HES20020W The EVENT MANAGER already down. Only SCANNER has been SHUTDOWN.

Explanation: This warning indicates that, since the Event Manager is already down, the SHUTDOWN command will only apply to the Scanner.

User Response: Press *Enter* to clear message.

System Action: The Scanner will be shut down.

HES20021W The EVENT MANAGER already active. Only SCANNER has been STARTED.

Explanation: This warning indicates that, since the Event Manager is already active, the START command will only apply to the Scanner

User Response: Press *Enter* to clear message.

System Action: The Scanner has been started.

HES20022W The SCANNER already down. Only EVENT MANAGER has been SHUTDOWN.

Explanation: This warning indicates that, since the Scanner is already down, the SHUTDOWN command will only apply to the Event Manager.

User Response: Press *Enter* to clear message.

System Action: The Event Manager will be shut down.

HES20023W The SCANNER already active. Only EVENT MANAGER has been STARTED.

Explanation: This warning indicates that, since the Scanner is already active, the START command will only apply to the Event Manager.

User Response: Press *Enter* to clear message.

System Action: The Event Manager is being started.

HES20024E Pause-Release Services not available on this system.

Explanation: During Service Agent Scanner processing, the following Pause-Release services are used:

- IEAVAPE
- IEAVDPE
- IEAVPSE
- IEAVRLS
- IEAVTPE
- IEAVXFR

One of these services could not be loaded.

User Response: Execute the Service Agent Scanner on a system that supports pause-release services.

Press *Enter* to clear message.

System Action: The Service Agent Scanner terminates processing.

HES20025W The EVENT MANAGER is down. The SCANNER is busy and will be SHUTDOWN when processing is finished.

Explanation: This warning indicates that the Scanner is currently busy; hence the SHUTDOWN command will be applied to it when it is finished with its current work unit.

User Response: Press *Enter* to clear message.

System Action: The Scanner will be shut down immediately following completion of the current work unit.

HES20026E Service Agent encountered an unresolved situation. Use force cancel to shut it down.

Explanation: One of Service Agent's tasks encountered an unhandled condition when processing a request. This is typically an internal error in the SCANNER - for example, insufficient storage specified.

User Response: Check for problem determination messages at the console and in the Event Manager and Scanner job stream outputs. Follow the User Response for these messages.

If there are no such messages then search problem reporting data bases for a fix for the problem. If no fix exists, contact the IBM Support Center.

System Action: Undetermined.

HES20027W SOFTWARE Collection is enabled but configuration is not completed for Software Inventory.

Explanation: No global CSIs have been entered.

User Response: Enter global CSI (Option 3.7) to fully configure Service Agent.

System Action: Service Agent is NOT configured and, therefore, is inoperable.

HES20028I START and VERIFY commands issued.

Explanation: This information indicates that, while the VERIFY command has been issued, the Service Agent was not currently active.

User Response: Press *Enter* to clear message.

System Action: Service Agent was started and the VERIFY command was issued.

HES20029W Cleanup processing has been cancelled.

Explanation: *PF3* has been entered.

User Response: Press *Enter* to clear message.

System Action: The START command is ignored.

HES20030W You are about to override the scheduled time and have the data collection and transmission invoked immediately. Choose from the list above which data collectors you would like to invoke immediately and what action to have on them.

Explanation: This warning indicates that continuance with the process will invoke an unscheduled data collection and transmission.

User Response: Choose from the matrix above (on the panel) which data collectors you would like to invoke immediately and what action you wish to have done.

HES20031W No data types selected. Nothing to collect or send.

Explanation: No data types have been selected for processing.

User Response: Enter 'Y' in any of the fields provided.

System Action: FORCE command is ignored.

HES20032W FORCE data Collect/Send has been cancelled.

Explanation: *PF3* has been selected.

User Response: Press *Enter* to clear message.

System Action: FORCE command is ignored.

HES20033W Cannot delete last row of the table.

Explanation: AHA report data set name registration table requires at least one entry.

User Response:

System Action: Delete is not allowed.

HES20034W Cannot FORCE software send, work element not ready or not there.

Explanation: No software data was collected for this particular request or the collected data is in error status. No software packet can be sent until the data is collected or corrected.

User Response: Force software data collection either in Delta or Refresh mode or wait until the scheduled collection occurs. See error log for any indication of problems.

System Action: FORCE command is ignored.

HES20035W Line command not available. Data set has not been received.

Explanation: AHA report request has been submitted but AHA report data set name has not been registered with Service Agent. Please, use (R)ecieve line command to register the data set name before any other line commands can be used.

User Response:

System Action: Line command is ignored.

HES20036W Line command not available. Data set name is registered.

Explanation: AHA report data set name is registered with Service Agent. (R)eceive line command is not available.

User Response:

System Action: Receive line command is ignored.

HES20037E SMPE_RESPONSE

Explanation: *SMPE_RESPONSE* specifies a response issued by the SMP/E environment in error situations. The response will show SMP/E message IDs followed by message text.

User Response: This error may only occur when selecting global CSIs or their zones with the Dialog's Software Inventory option. SMP/E Messages and Code information should be reviewed.

System Action: Service Agent has no control over these messages. After displaying them, Service Agent continues normal operation.

HES20039E Enter N, Delta and Refresh mutually exclusive.

Explanation: A 'Y' cannot be used in this field because either the Delta or the Refresh field has already been selected for collection.

Forced collection of software data can be performed in two ways:

- collect complete software information for a full refresh of currently stored data or
- collect delta (i.e., changes) of software information for update of currently stored data on Service Agent Server.

These modes of forced collection are mutually exclusive; they cannot be selected together.

User Response: Only one of the Delta or Refresh fields can contain a 'Y', the other must contain an 'N'. Re-enter 'Y' and 'N' accordingly.

System Action: Force command is ignored.

HES20040I All FORCE flags are disabled. No processing can be invoked.

Explanation: No FORCE request can be performed at this time as collection and/or transmission for all datatypes is currently in progress.

User Response: Try FORCE command at a later time.

System Action: Force command is ignored.

HES20041W HESCMD request failed. One of the Service Agent tasks is not active.

Explanation: One of the Service Agent tasks is not active. Accordingly, the request HESCMD failed.

HESCMD is one of

- AUTHORIZE
- FORCE
- VERIFYCON

User Response: Try the command again when Service Agent is active.

System Action: HESCMD command is ignored.

HES20042I Start command failed. Check task status on Main Menu.

Explanation: This message indicates that a forced start of Service Agent (for a FORCE, a VERIFY or an AUTHORIZE user ID command) failed.

User Response: Check the task status on the Main Menu.

System Action: Requested command is not processed.

HES20043I The Service Agent has been activated to perform cleanup processing.

Explanation: The Service Agent is disabled and Service Agent processing environment needs to be cleaned up.

User Response: Press *Enter* to clear message.

System Action: Service Agent cleans up left over work elements and processing flags.

HES20044I HESXRQST request has been initiated. See report file for results.

Explanation: Import/export request has been submitted for processing.

User Response: Press *Enter* to clear message.

HES20045W At least one EXPORT/IMPORT data flag has to be set to (Y)es.

Explanation: You have to select at least a minimum of information to perform export of configuration of data.

User Response: Press *Enter* to clear message.

HES20046W EXPORT data set does not exist. Provide correct data set name.

Explanation: You must provide correct data set name. Either EXPORT function was not performed or you specified incorrect data set name which does not exist.

User Response: Press *Enter* to clear message.

HES20047E Until DATE is less than today plus frequency or more than 2 years into the future.

Explanation: You must provide correct until date. The until date must be greater than today's date and less than 2 years.

User Response: Press *Enter* to clear message.

HES20048I No work elements found. Nothing to display.

Explanation: Service Agent is not processing any datatypes for any requests at the moment.

User Response: Press *Enter* to clear message.

HES20049E High Level Qualifier entered does not match HLQ of your CUSTINV.

Explanation: The High Level Qualifier you provided does not match the High Level Qualifier that was used to allocate CUSTINV data set.

User Response: Change the High Level Qualifier to be the same as the one that is used for CUSTINV data set. The High Level Qualifier can have multiple levels and can be up to 28 characters in length including '.'.

System Action: Saving of data is disabled.

HES20050I Data has been saved successfully.

Explanation: This information is in response to successful update of configuration inventory data.

User Response: Press *Enter* to clear message.

System Action: Configuration inventory is updated in place.

HES20051I Agreement has been accepted.

Explanation: The International License Agreement for Services Programs has been accepted.

User Response: Start using the Service Agent.

System Action: The Service Agent files the agreement and opens itself for use.

HES20052I No global CSI data sets to be restored.

Explanation: The RESTORE command has been used when no global CSI data set names have been entered and nothing was originally saved.

User Response: Press *Enter* to clear message.

System Action: The command is ignored.

HES20053E Re-enter password to verify.

Explanation: Password must be entered in two fields. One of them is empty.

User Response: Enter valid password in the second password field.

System Action: System waits for entry in the second password field before save can take place.

HES20054E Invalid IP address entered. Format i. n(n).n(n).n(n).n(n) and no leading zeros allowed, re-enter.

Explanation: The IP address entry is invalid.

User Response: Re-enter valid IP address.

System Action: Saving of data is disabled.

HES20055E Passwords do not match, re-enter both.

Explanation: Both passwords must match.

User Response: Enter matching password.

System Action: Saving of data is disabled.

HES20056E Until date is NOT a valid date. PLease correct month or day.

Explanation: Input is not a valid date. Month is more than 12 and/or day exceeds the month's maximum number of days.

User Response: Enter different value in the number of times field.

System Action: Saving of data is disabled.

HES20057I Changes have not been saved.

Explanation: *PF3* has been used.

User Response: Press *Enter* to clear message.

System Action: Updates have not been committed to the database.

HES20058W Agreement has NOT been accepted. Service Agent disabled.

Explanation: The International License Agreement for Services Programs has not been signed or accepted. The Service Agent cannot be used until the agreement is accepted.

User Response: When the agreement is displayed, enter 'Y' in the space provided to acknowledge your acceptance of the license.

System Action: Service Agent is unavailable until agreement has been signed.

HES20059I Option is not available. Service Agent has not been configured.

Explanation: If it is the first time that Service Agent is used then all options except the CUSTOMER option are disabled on the Main Menu.

User Response: Configure Service Agent by entering the required information in options 3.1, 3.2, 3.3, and 3.4.

HES20060I Cannot select this record. Status is not ** failed **.

Explanation: This information appears if the "Error log" line command is used on a line that does not have a Status of ** failed **.

User Response: Use a "Select" line command or put the "Error log" line command on another line that has a Status of ** failed **.

System Action: No error information is displayed.

HES20061E Software or Hardware MUST be enabled when Service Agent is enabled.

Explanation: The message will appear if the "Collect hardware data" entry field and the "Collect software data" entry field are "N", but "Enable Service Agent Scheduling Collection" field is set to "Y".

User Response: "Collect hardware data" or "Collect software data" must be selected if "Enable Service Agent scheduled collection" is selected.

System Action: System awaits correct input before enable or disable Service Agent request is processed.

HES20062E Invalid hour entered. Enter hour 0 to 23.

Explanation: Hour entry is invalid.

User Response: Enter valid data.

System Action: Saving of data is disabled.

HES20063E Invalid minute entered. Enter minute 0 to 59.

Explanation: Minute entry is invalid.

User Response: Enter valid data.

System Action: Saving of data is disabled.

HES20064E Invalid second entered. Enter second 0 to 59.

Explanation: Second entry is invalid.

User Response: Enter valid data.

System Action: Saving of data is disabled.

HES20065E Country name entered is invalid.

Explanation: The Country field in the Contact panel is invalid

User Response: A question mark (?) entered anywhere in the Country field brings up a Country/Region window which can be used to select a country name. While you do not have to use this window, only the spellings therein are valid. Only spelling is verified, case is not.

System Action: Saving of data is disabled.

HES20066I Web user IDs are the same. Request cancelled.

Explanation: This message says that Web user IDs entered are identical.

User Response: Erase one of the IDs or make them different.

System Action: Authorization is ignored.

HES20067I Authorization of web user IDs in progress. Cannot request it again.

Explanation: A completion message has not been received. You can not request another authorization until that occurs.

User Response: Wait for the previous authorization request to complete before submitting more user IDs.

System Action: Command is ignored.

HES20068W HESCMD request has been cancelled.

Explanation: The request HESCMD has been cancelled.

HESCMD is one of

- AUTHORIZE

HESCMD was being readied for processing when it was cancelled by the user.

User Response: Press *Enter* to clear message.

System Action: *HESCMD* request is ignored.

HES20069E State/Province name entered is invalid.

Explanation: UNITED STATES or CANADA has been specified as the Country. The State/Province field must have valid data.

User Response: UNITED STATES or CANADA has been specified as the Country. This field must have valid data. A question mark (?) entered anywhere in this field brings up a State/Province window which can be used to select a state/province name. While you do not have to use this window, only the spellings therein are valid. Only spelling is verified, case is not.

Note: If UNITED STATES or CANADA has not been specified as the Country anything or nothing may be entered in this field.

System Action: Saving of data is disabled.

HES20070E Timezone name entered is invalid.

Explanation: The Timezone field must contain valid data.

User Response: A question mark (?) entered anywhere in this field brings up a Time Zone window which can be used to select a time zone.

System Action: Saving of data is disabled.

HES20071I DLIB zone *DLIBSEL* has been automatically deselected for TARGET zone *CSIZONEN*.

Explanation: Dlib zone cannot be selected for processing without a corresponding target zone.

- *DLIBSEL* is the dlib zone name
- *CSIZONEN* is the target zone name

User Response: Press *Enter* to clear message.

System Action: Dlib zone is deselected for the indicated target zone.

HES20072I TARGET zone *TARGETSEL* has been automatically selected for DLIB zone *CSIZONEN*.

Explanation: Dlib zone cannot be selected for processing without a corresponding target zone.

- *TARGETSEL* is the target zone name
- *CSIZONEN* is the dlib zone name

User Response: Press *Enter* to clear message.

System Action: Target zone has been added to the list of selected zones.

HES20073E DLIB cannot be selected due to problems with TARGET zone or library. Check TARGET zone: *TARGETSEL*.

Explanation: This error can occur if there is a corrupted SMP/E zone index for the target zone.

- *TARGETSEL* is the target zone name

User Response: Verify that the target zone can be accessed using SMP/E and re-select the zone. If the problem recurs search problem reporting data bases for a fix for the problem. If no fix exists, contact the IBM Support Center.

System Action: The dialogue will not select the zone.

HES20074E Zone Name does not exist in global CSI and cannot be selected for processing.

Explanation: The Zone Name previously selected does not exist any longer in the global CSI.

User Response: If you have renamed this zone, use the zone dialogue interface to select the zone.

System Action: The program will remove the Zone Name from the active collection list.

HES20075E CSI for this zone is not found in catalog. It cannot be selected for processing.

Explanation: The global CSI data set associated with this zone does not exist or is not cataloged. It cannot be included in the data collection process. The entry is marked with '?' and can neither be selected nor deselected. The '?' is removed in subsequent invocations of zones selection panel.

User Response: Return to global CSI entry panel.

System Action: Zone is not selectable.

HES20076W One of the global CSIs has more than 300 zones. First 300 displayed.

Explanation: The Service Agent dialog can collect and display information for a maximum of 300 zones per a global CSI. It will process the first 300 zone entries in your SMP/E environment.

User Response: If zones you want to select for processing by the Service Agent are not displayed search problem reporting data bases for a fix for the problem. If no fix exists, contact the IBM Support Center.

System Action: First 300 zones are displayed for selection to active processing list.

HES20077E This is a duplicate zone name. Deselect it or the other duplicate if you would like to choose this one.

Explanation: No duplicate zone names are allowed in the active zone processing list.

User Response: Deselect one of the duplicate zone names.

System Action: Zones marked as duplicate ("*") are not included in the active zone processing list.

HES20078E Global CSI data set problems encountered. Use CANCEL to leave this option or REStore to pre-session saved data.

Explanation: An unhandled condition occurred while processing global CSI data set list -- an illegal operation was performed on one of the data sets. ZONES command cannot be run at this time.

User Response: Cancel all your changes on this panel and leave this option. Try your changes again; or, REStore to pre-session saved values. If the condition persists search problem reporting data bases for a fix for the problem. If no fix exists, contact the IBM Support Center.

System Action: If attempt to save is made the system may process global CSIs and zones associated with them.

HES20079W Global CSI data set has 0 Zones selected. Select at least one Zone or delete the global CSI data set.

Explanation: This panel requires that at least one valid target zone be selected.

User Response: Select a valid target zone.

System Action: Saving of data or exiting the panel is disabled.

HES20080I Ensure that the Service Agent jobs have read access to the "HLQ" of the global CSIs defined above.

Explanation: This information appears when the panel "Configure Service Agent Collection Attributes - System Inventory" is first used. This is a reminder that Service Agent tasks must have read access to the global CSI data sets specified on this panel.

User Response: Ensure global CSI data sets entered on this panel are prefixed by the same high level qualifier as in option 3.3.

HES20081E Data set is blank. Cannot perform ZONES command.

Explanation: Data set is blank. Cannot perform ZONES command.

User Response: Enter a valid data set name.

System Action: Selecting of zones is disabled.

HES20082E Data set has not been verified. Correct the data set name and press enter to verify it.

Explanation: Data set is not valid. Correct the data set name and press enter to validate it.

User Response: Enter valid data set name.

System Action: Saving of data is disabled.

HES20083E Maximum number of 20 global CSI data sets has been reached. Remove some data sets or contact IBM.

Explanation: The error appears when there are twenty-one global CSI data sets in the list.

User Response: Remove one or more global CSI data sets. Contact IBM if the twenty global CSI limit is unreasonable in your environment.

System Action: The system will not allow more than twenty global CSI data sets.

HES20084W Delete command cancelled.

Explanation: *PF3* has been entered.

User Response: Press *Enter* to clear message.

System Action: Removing of data set from active processing list is ignored.

HES20085I Delete successful.

Explanation: Deletion of the global CSI data set name is successful.

System Action: Global CSI data set name is removed from the active processing list.

HES20086W More than 300 zones found in one of the global CSIs. First 300 displayed.

Explanation: The Service Agent dialog can collect and display information for a maximum of 300 zones per a global CSI. It will process the first 300 zone entries in that global CSI.

User Response: If zones you want to select for processing by the Service Agent are not displayed search problem data bases for a fix for the problem. If no fix exists, contact the IBM Support Center.

System Action: First 300 zones are displayed for selection to active processing list.

HES20087E This is a duplicate data set name. Enter another name.

Explanation: A duplicate data set name has been entered.

User Response: Enter another valid name.

System Action: Saving of active processing list is disabled.

HES20088E No TARGET zone(s) selected for at least one global CSI.

Explanation: At least one target zone has to be selected for processing from the list of all zones for all global CSIs.

User Response: Select a valid target zone.

System Action: Saving of the active processing list is disabled.

HES20089E No TARGET zone selected for this global CSI.

Explanation: At least one TARGET zone has to be selected for processing from the list of zones for this global CSI.

User Response: Select a valid target zone.

System Action: Saving of the active processing list is disabled.

HES20090E Global CSI data set is not found. Provide correct name.

Explanation: The data set name is incorrect.

User Response: Enter a valid data set name.

System Action: Saving is disabled.

HES20091E Data set name is not suffixed by CSI. Correct it.

Explanation: The data set name is not suffixed by CSI.

User Response: Enter a valid suffix.

System Action: Saving of active processing list is disabled.

HES20092I Hiper/PE reporting and/or collection is not ENTITLED. You are allowed to enable it and enter your zone selections, however report and/or collection will be available when entitlement has been verified.

Explanation: See Message

HES20093W Enter valid global CSI data set name.

Explanation: An invalid data set name was entered.

User Response: Enter a valid data set name.

System Action: Saving is disabled.

HES20094I Global CSI data sets restored to original values.

Explanation: Global CSI data sets have been restored to original values. This message follows the restore command.

User Response: Press *Enter* to clear message.

System Action: An image of active processing list of global CSI data sets was used to restore what was existing prior to entering the dialog.

HES20095E Maximum number of 100 zone names selected. Deselect some zones or contact IBM.

Explanation: This error is displayed when the maximum number of zone names selected exceeds the maximum of 100.

User Response: Deselect some zones. Contact IBM if this limit is unreasonable in your environment.

System Action: The system will not allow more than the maximum number of selected zones.

HES20096W Zone Names list contains *NNNN* DUPLICATE(s) selected for another global CSI. They are marked with *.

Explanation: Zones marked with "*" are duplicated in an active processing list for another global CSI.

- *NNNN* is the number of duplicates.

User Response: Press *Enter* to clear message.

System Action: Selection of the marked zones is disabled.

HES20097W Zone is selected for another global CSI and cannot be selected or deselected.

Explanation: Zone is not selectable as it is included in another global CSI.

User Response: Press *Enter* to clear message.

System Action: Selection of the marked zones is not allowed.

HES20098W Zone Names list contains *NNNN* DUPLICATE(s).

Explanation:

- *NNNN* is the number of duplicates.

User Response: Press *Enter* to clear message.

System Action: Selection of duplicate zone names is not allowed.

HES20099W Cannot delete last GLOBAL when software collection is set to YES.

Explanation: Software data collection is enabled. The process requires at least one global CSI data set.

User Response: Save current global CSI data set into active processing list.

System Action: Delete is not allowed.

HES20100E Invalid company email entered. Use name@company.com format.

Explanation: User entered invalid company email address.

User Response: Enter valid email address.

HES20101E Invalid contact email entered. Use name@company.com format.

Explanation: User entered invalid contact email address.

User Response: Enter valid email address.

HES20102E AHA report data set or CSIFLAT member not found. Provide correct name.

Explanation: The data set name is incorrect or CSIFLAT member is missing in this library

User Response: Enter a valid data set name.

System Action: Saving is disabled.

HES20103W Until DATE is greater than entitlement contract date. Data has been saved successfully.

Explanation: The until date exceeds entitlement contract date.

User Response: Press *Enter* to clear message.

HES20104I HIPER/PE reports entitlement checking has been initiated.

Explanation: Entitlement check request has been submitted for processing.

User Response: Check entitlement status after this transaction completed in the Report option of the Service Agent Main dialog.

System Action: System sends HIPER/PE entitlement check transaction.

HES20105W Work element not found.

Explanation: Delete function cannot be performed.

HES20106W Too many reports selected. Maximum is two.

Explanation: Maximum number of reports that can be selected for comparison is two.

HES20107I Deleted global CSI contained zones selected for AHA reporting.

Explanation: Deleted global CSI contained target zone(s) which were also selected for Hiper/PE report.

HES20108I One or more deselected zones were selected for AHA reporting.

Explanation: Deselected target zone(s) were also selected for Hiper/PE report.

HES20109W Hiper/PE report request disabled.

Explanation: No target zone(s) selected for Hiper/PE report. Request disabled.

HES20800S System information record cannot be found.

Explanation: This Severe error indicates that the system information record either does not exist, it has been corrupted in such a way that it is unrecognizable or there has been an I/O error.

User Response: If an I/O error has occurred, a defective volume or device may be the cause. Re-allocate the CONFINV file on another volume or device using the installation setup jobstep for CONFINV. Then re-agree and re-configure.

If the error recurs, search problem reporting data bases for a fix. If no fix exists, contact the IBM Support Center.

System Action: The Service Agent Dialog will fail and, in all likelihood, Service Agent itself will fail.

HES20801S DIALOG activity log cannot be opened.

Explanation: The Service Agent Dialog Activity Log is used by the Dialog to store critical online activities. If it cannot be found then Dialog cannot execute.

User Response: Run the HESALCSW job step that deletes and defines the Service Agent Dialog Activity Log.

System Action: Dialog will fail.

HES20802W Error record not found.

Explanation: This warning occurs when the line command "Error log" is used on an item in the Work History panel having the status ** failed ** and there is a processing error in Service Agent.

User Response: Look at the Error History to determine if the PID number is there. Report the error to the IBM Support Center.

System Action: The system will continue to operate, but Work and Error History information becomes suspect.

HES20803S HESLOAD data set not found. Service Agent cannot continue.

Explanation: The data set for ddname HESLOAD is not found.

User Response: Check if the file with Low Level Qualifier SHESLMOD has been created. If yes, check if the above file (DDname = HESLOAD) has been allocated to the user TSO session, If the file has been allocated, check if the user has sufficient access authority (in read and execute mode) for it.

System Action: The Service Agent Dialog will fail.

HES20804W HESDEBUG ddname not found. DEBUG messages will not be produced.

Explanation: The data set for ddname HESDEBUG is not found.

User Response: Check if the file associated with HESDEBUG ddname has been created. If yes, check if the above file (DDname = HESDEBUG) has been allocated to the user TSO session, If the file has been allocated, check if the user has sufficient access authority (in read and write mode) for it.

HES20900S CONFIGURATION inventory cannot be opened.

Explanation: Configuration inventory could not be opened by the Service Agent. The file could not be located or the user does not have sufficient authority to access it.

User Response: Check if the file with Low Level Qualifier CONFINV has been created. If yes, check if the above file (DDname = CONFINV) has been allocated to the user TSO session, If the file has been allocated, check if the user has sufficient access authority (in update and alter mode) for it.

System Action: The Service Agent Dialog will fail.

HES20901S WORK inventory cannot be opened.

Explanation: The Work inventory could not be opened by the Service Agent. The file could not be located or the user does not have sufficient authority to access it.

User Response: Check if the file with Low Level Qualifier WORKINV has been created. If yes, check if the above file (DDname = WORKINV) has been allocated to the user TSO session, If the file has been allocated, check if the user has sufficient access authority (in update and alter mode) for it.

System Action: The Service Agent Dialog will fail.

HES20902S HELP inventory cannot be opened.

Explanation: The Help inventory could not be opened by the Service Agent. The file could not be located or the user does not have sufficient authority to access it.

User Response: Check if the file with Low Level Qualifier HELPINV has been created. If yes, check if the above file (DDname = HELPINV) has been allocated to the user TSO session, If the file has been allocated, check if the user has sufficient access authority in read mode for it.

System Action: The Service Agent Dialog will fail.

HES20903S Severe ERROR. Contact IBM.

Explanation: This error is displayed only if the Service Agent detects a condition which it cannot handle. An error occurred that is not recognized by the Service Agent as a valid application error.

User Response: Contact the IBM Support Center.

System Action: The Service Agent Dialog will fail.

HES20904S CONFIGURATION inventory has not been initialized properly.

Explanation: Configuration inventory is missing a check record.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields using the Service Agent dialog.

System Action: The Service Agent Dialog cannot continue.

HES20905S Customer information record cannot be found.

Explanation: Configuration inventory is missing customer record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields using the Service Agent dialog.

System Action: The Service Agent Dialog cannot continue.

HES20906S Collect/Send setup record cannot be found.

Explanation: Configuration inventory is missing setup record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20907S HMC information record cannot be found.

Explanation: Configuration inventory is missing HMC record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20909S Global CSI record cannot be found.

Explanation: Configuration inventory is missing global CSI record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20910S Zone information record cannot be found.

Explanation: Configuration inventory is missing zone record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20911S Verify Connection information record cannot be found.

Explanation: Configuration inventory is missing verify connection record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20912S Status information record cannot be found.

Explanation: Configuration inventory is missing status record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20913S Status change information record cannot be found.

Explanation: Configuration inventory is missing status change record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20914S Action record cannot be found.

Explanation: Configuration inventory is missing action record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot continue.

HES20915S Agreement information cannot be found.

Explanation: Configuration inventory is missing agreement record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot be used.

HES20916S AHA entitlement record cannot be found.

Explanation: Configuration inventory is missing AHA entitlement transaction record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot be used.

HES20917S AHR report record cannot be found.

Explanation: Configuration inventory is missing AHR report record or the record is corrupted and cannot be accessed.

User Response: Reallocate the file with Low Level Qualifier CONFINV in accordance with the User's Guide. Reinitialize all the required fields.

System Action: The Service Agent Dialog cannot be used.

3.0 Service Agent Event Manager

HES25001E Error opening file "DDNAME" in routine ROUTINE_NAME.

Explanation: The error occurred during processing of an FOPEN macro. The Service Agent Event Manager was unable to open the file identified by DDNAME.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Check for problem determination messages at the console and in the Event Manager job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESEVEM in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Event Manager terminates processing.

HES25002E Error finding "KEY" record in routine ROUTINE_NAME. Filename is "DDNAME".

Explanation: The error occurred during processing of the FLOCATE macro instruction. The Service Agent Event Manager was unable to locate the record key in the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be located. occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Make sure that the configuration inventory has been primed with the record keys. The configuration inventory is primed during the installation process, using the Service Agent dialog. Reallocate the file with Low Level Qualifier CONFINV in accordance with the program directory document. Reinitialize all the required fields using the Service Agent dialog.

System Action: The Service Agent Event Manager terminates processing.

HES25003E Error reading "KEY" record in routine ROUTINE_NAME. Filename is DDNAME". Record length=RECLN

Explanation: The error occurred during processing of the FREAD macro instruction. The Service Agent Event Manager was unable to read the record key in the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be read.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

- DDNAME
 - Name of the file. This is the filename in which the error occurred.
- RECLN
 - Record length. This is the length of the record to be read.

User Response: Make sure that the configuration inventory has been primed with the record keys. The configuration inventory is primed during the installation process, using the Service Agent dialog. Reallocate the file with Low Level Qualifier CONFINV in accordance with the program directory document. Reinitialize all the required fields using the Service Agent dialog.

System Action: The Service Agent Event Manager terminates processing.

HES25004E Error updating "KEY" record in routine *ROUTINE_NAME*. Filename is "DDNAME". Record length=*RECLN*

Explanation: The error occurred during processing of the FUPDATE macro instruction. The Service Agent Event Manager was unable to update the record key in the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be updated.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *RECLN*
 - Record length. This is the length of the record to be updated.

User Response: Make sure that the configuration inventory has been primed with the record types. The configuration inventory is primed during the installation process, using the Service Agent dialog. Reallocate the file with Low Level Qualifier CONFINV in accordance with the program directory document. Reinitialize all the required fields using the Service Agent dialog.

System Action: The Service Agent Event Manager terminates processing.

HES25005E Error closing file "DDNAME" in routine *ROUTINE_NAME*.

Explanation: The error occurred during processing of an FCLOSE macro. The Service Agent Event Manager was unable to close the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Event Manager job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESEVEM in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Event Manager terminates processing.

HES25006I Scanner is inactive, no events are being posted.

Explanation: The Event Manager while attempting to dispatch the Scanner to process a request, determined that the Scanner was inactive.

User Response: Check for problem determining messages at the console and in the Scanner job stream output. This will typically happen if the Scanner was not shutdown normally (e.g. cancelled).

System Action: The Event Manager will not be able to post any requests to the Scanner.

HES25007I Package cleanup processing started.

Explanation: This information message is issued just before a normal shutdown of the Event Manager. It indicates that the Event Manager is about to perform housecleaning.

System Action: The Event Manager terminates processing.

HES25008I HESEVEM processing: *REQUEST* request.

Explanation: This is an information message that identifies the transaction that is currently being processed by the Event Manager.

In the message text:

- *REQUEST*
 - The type of transaction that is being processed.

System Action: The Event Manager processing continues.

HES25009I HESEVEM refreshing *TASK* task.

Explanation: The Event Manager is stopping and restarting one of its subtasks as part of the REFRESH transaction processing. This is done to inform its subtasks of changed values. For example, if the scheduled collect time is changed using the Service Agent dialog, then the Collect subtask will be stopped and restarted.

In the message text:

- *TASK*
 - Task name. This is the Event Manager's sub-task that is being refreshed.

System Action: The Event Manager processing continues.

HES25010I *TRANSACTION* completed.

Explanation: The Event Manager has finished processing a transaction.

In the message text:

- *TRANSACTION*
 - Transaction name. This is the transaction that has just completed processing.

System Action: The Event Manager processing continues.

HES25011I Scanner dispatched by *TRANSACTION* request.

Explanation: The Event Manager has dispatched the Scanner to process a transaction.

In the message text:

- *TRANSACTION*
 - Transaction name. This is the transaction that that the Scanner will be processing.

System Action: The Event Manager processing continues.

HES25012I Scanner is busy - notified of *TRANSACTION* request.

Explanation: The Event Manager attempted to dispatch the Scanner to process a transaction, but the Scanner was already busy handling another transaction. The transaction is subsequently added to the Scanner work queue.

In the message text:

- *TRANSACTION*
 - Transaction name. This is the transaction that was added to the Scanner work queue.

System Action: The Event Manager processing continues.

HES25014I Scheduled *TRANSACTION* time is *TIMESTAMP*.

Explanation: This message lists the scheduled time that the transaction will be performed.

In the message text:

- *TRANSACTION*
 - Transaction name. This is the transaction that will be performed by the Service Agent.
- *TIMESTAMP*.
 - Scheduled time. This is the time at which the transaction will be performed by the Service Agent.

System Action: Event Manager processing continues.

HES25015I *TASK* dispatched by *TRANSACTION* request.

Explanation: The Event Manager has dispatched one of its sub-tasks to process a request.

In the message text:

- *TASK*
 - Task name. This is the task that will be performing the transaction.
- *TRANSACTION*
 - Transaction name. This is the transaction that will be performed by the Event Manager's task.

System Action: The Event Manager processing continues.

HES25016I No Force requests specified.

HES25018I *COLTYPE* is enabled.

HES25100I EVENT MANAGER IS NOW ACTIVE

Explanation: EVENT MANAGER has been initialized and is now ready to receive session requests.

System Action: EVENT MANAGER processing continues.

HES25101I EVENT MANAGER IS ALREADY ACTIVE

Explanation: The Event Manager is already active. This message is generated when a command was issued to start the Event Manager, but the Event Manager was already activated from a previous start command.

System Action: The Event Manager processing continues.

HES25102I EVENT MANAGER START IS REJECTED. EVENT MANAGER MUST BE A STARTED TASK.

Explanation: The system rejected the request to start the Event Manager (HESEVEM). HESEVEM must be a started task. Do not start HESEVEM through JCL or as a Time Sharing Option Extensions (TSO/E) command.

User Response: Ask the system operator to enter the command to start HESEVEM or use the Service Agent dialog.

System Action: The system does not start HESEVEM.

HES25330I HESEVEM-COMMTASK started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager communication task (COMMTASK) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Event Manager processing continues.

HES25331I HESEVEM-COMMTASK waiting on Service Agent Dialog requests.

Explanation: HESEVEM-COMMTASK waiting on Service Agent Dialog requests.

**HES25339I HESEVEM-COMMTASK ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was:
*MAX_RC***

Explanation: The Event Manager communication task (COMMTASK) ended.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task ended.
- *HH:MM:SS*
 - System time. This is the system time that the task ended.
- *MAX_RC*
 - The maximum return code when the task ended.

System Action: Communication task processing ends.

HES25440I HESEVEM-RSCTASK started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager Reschedule task (RSCTASK) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Event Manager processing continues.

HES25441I HESEVEM-RSCTASK is being paused for *HH:MM:SS*.

Explanation: The Event Manager Reschedule task (RSCTASK) is rescheduling a transaction. The transaction will be initiated when the time interval expires.

In the message text:

- *HH:MM:SS*
 - Time interval. This is the time interval that must elapse before the transaction is initiated.

System Action: The reschedule task is paused and the Event Manager processing continues.

HES25449I HESEVEM-RSCTASK ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was: *MAX_RC*

Explanation: The Event Manager reschedule task (RSCTASK) ended. This message is issued whenever the reschedule task's time interval expires or as a result of a shutdown request.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task ended.
- *HH:MM:SS*
 - System time. This is the system time that the task ended.
- *MAX_RC*
 - The maximum return code when the task ended.

System Action: Reschedule task processing ends.

HES25550I HESEVEM-COLLTASK started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager Collection task (COLLTASK) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Event Manager processing continues.

HES25551I HESEVEM-COLLTASK is being paused until *HH:MM:SS*.

Explanation: The Event Manager Collection task (COLLTASK) is about to wait until the specified time arrives, before initiating the data collection transaction.

In the message text:

- *HH:MM:SS*
 - Scheduled collect time. This is the time that must arrive before the data collection transaction is initiated.

System Action: The collection task is paused.

**HES25559I HESEVEM-COLLTASK ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was:
*MAX_RC***

Explanation: The Event Manager collection task (COLLTASK) ended.

The Event Manager collection task (COLLTASK) ended. This message is issued whenever the scheduled data collect time has arrived or as a result of a shutdown request.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task ended.
- *HH:MM:SS*
 - System time. This is the system time that the task ended.
- *MAX_RC*
 - The maximum return code when the task ended.

System Action: Collect task processing ends.

HES25660I HESEVEM-SENDTASK started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager Send task (SENDTASK) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Event Manager processing continues.

HES25661I HESEVEM-SENDTASK is being paused until *HH:MM:SS*.

Explanation: The Event Manager Send task (SENDTASK) is about to wait until the specified time arrives, before initiating the sending of the collected data to IBM.

In the message text:

- *HH:MM:SS*
 - Scheduled send time. This is the time that must arrive before the data send transaction is initiated.

System Action: The Send task is paused.

**HES25669I HESEVEM-SENDTASK ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was:
*MAX_RC***

Explanation: The Event Manager send task (SENDTASK) ended. This message is issued whenever the scheduled data send time has arrived or as a result of a shutdown request.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task ended.
- *HH:MM:SS*
 - System time. This is the system time that the task ended.
- *MAX_RC*

- The maximum return code when the task ended.

System Action: Send task processing ends.

HES25770I HESEVEM-VEFYTASK started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager Verification task (VEFYTASK) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Event Manager processing continues.

HES25771I HESEVEM-VEFYTASK is being paused for *HH:MM:SS*.

Explanation: The Event Manager Verification task (VEFYTASK) is being paused until the verify time interval expires. This message is issued in response to a "verify connection" transaction. The "verify connection" transaction is checked for completion following the expiration of the time interval.

In the message text:

- *HH:MM:SS*
 - Time interval. This is the time interval that must elapse before checking for the 'verify connection' completion.

System Action: The Verification task is paused.

HES25779I HESEVEM-VEFYTASK ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was:
MAX_RC

Explanation: The Event Manager Verify task (VEFYTASK) ended. This message is issued whenever the Verify task's time interval expires or as a result of a shutdown request.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task ended.
- *HH:MM:SS*
 - System time. This is the system time that the task ended.
- *MAX_RC*
 - The maximum return code when the task ended.

System Action: Verify task processing ends.

HES25880I HESEVEM-VALDTASK started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager Validation task (VALDTASK) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*

- System time. This is the system time that the task started.

System Action: The Event Manager processing continues.

HES25881I HESEVEM-VALDTASK is being paused for *HH:MM:SS*.

Explanation: The Event Manager Validation task (VALDTASK) is being paused until the validation time interval expires. Responses from data sent to IBM by Service Agent are logged at the focal point HMC. These responses are validated following the expiration of the time interval.

In the message text:

- *HH:MM:SS*
 - Time interval. This is the time interval that must elapse before checking responses at the focal point HMC.

System Action: The Validation task is paused.

HES25889I HESEVEM-VALDTASK ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was: *MAX_RC*

Explanation: The Event Manager Validation task (VALDTASK) ended. This message is issued whenever the Validation task's time interval expires or as a result of a shutdown request.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task ended.
- *HH:MM:SS*
 - System time. This is the system time that the task ended.
- *MAX_RC*
 - The maximum return code when the task ended.

System Action: Validation task processing ends.

HES25990I HESEVEM started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager task (HESEVEM) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Event Manager processing continues.

HES25991I HESEVEM is paused on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Event Manager task (HESEVEM) is paused.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task paused.
- *HH:MM:SS*

- System time. This is the system time that the task paused.

System Action: The Event Manager processing continues.

HES25992I HESEVEM dispatched on date *YYYY/MM/DD* at time *HH:MM:SS*.

Explanation: The Event Manager has been dispatched to process a transaction.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the transaction was initiated.
- *HH:MM:SS*
 - System time. This is the system time that the transaction was initiated.

System Action: The Event Manager processing continues.

HES25993E TINIT failed: reason= *mtferr*.

Explanation: The "C" MTF tinit function has failed. The reason field indicates the specific failure condition.

User Response: Check for problem determination messages at the console and in the Event Manager job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESEVEM in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Event Manager terminates processing.

HES25994E TINIT failed: No error information found. TINIT RC= *RC*

Explanation: The "C" MTF tinit function has failed. The specific error could not be determined. RC is the return code from the TINIT function.

User Response: Check for problem determination messages at the console and in the Event Manager job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESEVEM in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Event Manager terminates processing.

HES25995E *errmsg*. RC= *RC*

Explanation: A Service Agent Event Manager function failed. The specific error could not be determined. RC is the return code from the function.

User Response: Check for problem determination messages at the console and in the Event Manager job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESEVEM in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Event Manager terminates processing.

HES25996E Environment variable *envvar*

Explanation: *envvar* is the text of the error message. Service Agent use a default value, if applicable.

System Action: The Event Manager processing continues with default values.

HES25999I HESEVEM ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was: *MAX_RC*

Explanation: The Event Manager task (HESEVEM) ended.

In the message text:

- *YYYY/MM/DD*
 - **System date. This is the system date that the task ended.**
- *HH:MM:SS*
 - **System time. This is the system time that the task ended.**
- *MAX_RC*
 - **This is the maximum return code at task end.**

System Action: Event Manager processing ends.

4.0 Service Agent Scanner

HES30001E Error opening file "DDNAME" in routine ROUTINE_NAME.

Explanation: The error occurred during processing of an FOPEN macro. The Service Agent Scanner was unable to open the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30002E Error finding "KEY" record in routine ROUTINE_NAME. Filename "DDNAME".

Explanation: The error occurred during processing of the FLOCATE macro instruction. The Service Agent Scanner was unable to locate the record key in the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *KEY*
 - Record key. This is the key of the record to be located.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30003E Error reading "KEY" record in routine ROUTINE_NAME. Filename is "DDNAME". Record length=NN

Explanation: The error occurred during processing of the FREAD macro instruction. The Service Agent Scanner was unable to read the record key in the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be read.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *NN*
 - Record length. This is the length of the record to be read.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30004E Collection frequency invalid for datatype "*DATATYPE*" in routine *ROUTINE_NAME*.

Explanation: The collection frequency for the datatype is not 'D' (Daily) or 'W' (Weekly). The error occurred while extracting customization parameters from the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *DATATYPE*
 - Type of data. This is the type of data being processed.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30005E Error closing file "*DDNAME*" in routine *ROUTINE_NAME*.

Explanation: The error occurred during processing of an FCLOSE macro. The Service Agent Scanner was unable to close the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30006E Error deleting record in filename "*DDNAME*" in routine *ROUTINE_NAME*.

Explanation: The error occurred during processing of an FDELREC macro. The Service Agent Scanner was unable to delete a record from the data set pointed to by this DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30007E Error updating "KEY" record in routine *ROUTINE_NAME*. Filename "*DDNAME*". Record length=*RECLN*

Explanation: The error occurred during processing of the FUPDATE macro instruction. The Service Agent Scanner was unable to update the record in the data set pointed to by this DDNAME.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be updated.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *RECLN*
 - Record length. This is the length of the record to be updated.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30008E Error writing record in "*DDNAME*" in routine *ROUTINE_NAME*. Record length=*RECLN*

Explanation: The error occurred during processing of the FWRITE macro instruction. The Service Agent Scanner was unable to write the record in the data set pointed to by this DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *RECLN*
 - Record length. This is the length of the record to be written.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30009I Received response msg from IBM Server: RC= *rc*, CODE=*cc*, MSG=*msgtext*

Explanation: The Service Agent Scanner has received a response from the IBM Server for a transaction that it sent. Note that in addition to this message, an HES30011I or an HES30023E message will be issued for a successful or unsuccessful transaction respectively.

In the message text:

- *rc*
 - Return Code. This field indicates the meaning of the response. The return codes, their meanings and the corresponding system action and required responses are listed below.
- *cc*
 - Problem Determination Function code. This code is used by IBM for further problem determination.
- *msgtext*
 - Response message from the IBM Server. This message provides an explanation of the return code.

User Response:

- RC (3000,5000). Perform a "Force Refresh" of the transaction from the Service Agent dialog. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.
- RC (5100,7000). If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action:

- RC (100,120,1000). The Scanner issues message HES30011I indicating that the transaction has been successfully accepted at the IBM Server and continues with the next event.
- RC (2000). The Scanner tries to re-send the transaction to the IBM Server for a total of three times.
- RC (3000,5000,7000). The Scanner issues message HES30023E indicating that the transaction has not been accepted at the IBM Server and deletes the transaction work element from the work inventory.
- RC (5100). The Scanner deletes the current transaction work element from the work inventory and initiates a complete refresh of the inventory data.

HES30010E Dynalloc for FI(*ddname*) DA(*dsn*) failed in routine *ROUTINE_NAME*.

Explanation: The Service Agent Scanner attempted to allocate one of its data sets by using dynamic allocation (SVC 99), but the DYNALLOC macro has failed. This is accompanied by message HES30013I identifying the DYNALLOC reason codes which will indicate the reason for failure.

In the message text:

- *ddname*
 - Name of file. This is the file name in which the error occurred.
- *dsn*
 - Name of data set. This is the data set name for the file to be allocated
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Examine the DYNALLOC reason codes as specified in the message HES30013I and see 'Interpreting DYNALLOC Return Codes' in "OS/390 MVS Programming: Authorized Assembler Services Guide".

System Action: The Service Agent Scanner terminates processing.

HES30011I The *TYPE* transaction successfully accepted at the IBM Server.

Explanation: The Service Agent Scanner has been informed by the IBM Server that the specified transaction has been successfully accepted at the IBM Server.

In the message text:

- *TYPE*
 - Transaction name. This is the name of the transaction that has been accepted.

System Action: The Service Agent Scanner continues processing.

HES30012I Service Agent "*FUNCTION*" failed for "*DATATYPE*" type.

Explanation: The Service Agent Scanner encountered an error in one of its functions. Note that in addition to this message, there will be other messages issued for the failing function.

In the message text:

- *FUNCTION*
 - Function name. This is the name of the Service Agent function in which the error occurred.
- *DATATYPE*
 - Type of data. This is the type of data that was being processed.

For function HESBCI error

- Messages HES50nnnE will be issued, where nnn is the message number.

For function HESCOLL error

- Messages HES35nnnE and/or accompanying GIM messages will be issued, where nnn is the message number.

For function HESCOMP error

- Messages HES40nnnE messages will be issued, where nnn is the message number.

For function HESHWTRN error

- Message HES22100E will be issued.

User Response: For HESBCI, HESCOLL and HESCOMP functions, normally there will be no action required unless there are severe error messages issued by GIMAPI. The Service Agent Scanner uses the GIMAPI service to process SMP/E commands. These error messages will be of the form GIMnnnnnE, GIMnnnnnS or GIMnnnnnT, where nnnnn is the message number. Take the recommended action for these messages.

If the problem is in function HESHWTRN or the problem recurs in one of the other functions, search problem reporting data bases for a fix. If no fix exists, contact the IBM Support Center. Keep the JCL and the SYSOUT output for the job and supply them if requested by the IBM Support Center.

System Action: The Service Agent scanner removes the current work element from the work inventory and deletes any associated work data sets. It then continues with the next event.

HES30013I Dynaloc error code=*ERC*, info code=*IRC*

Explanation: The Service Agent Scanner attempted to allocate one of its data sets by using dynamic allocation (SVC 99), but the DYNALLOC macro has failed.

In the message text:

- *ERC*
 - Error reason code. This is the DYNALLOC (SVC 99) error reason code.
- *IRC*

- Information reason code. This is the DYNALLOC (SVC 99) information reason code.

User Response: Examine the DYNALLOC reason codes and see 'Interpreting DYNALLOC Return Codes' in "OS/390 MVS Programming: Authorized Assembler Services Guide".

System Action: The Service Agent Scanner terminates.

HES30014E Error creating Java Virtual Machine (JVM) in routine *ROUTINE_NAME*. RC= *rc*.

Explanation: This message is issued when the Service Agent Scanner fails to start the Java Virtual Machine (JVM). Because the Scanner uses Java to process Service Agent operations, the Scanner must create a Java environment (i.e., the Java virtual machine) to use Java services. The most common reason for failure in starting the Java virtual machine is:

- The Java library libjvm.so (Java 2) is not APF-authorized. This library must be APF-authorized before continuing.

In the message text:

- *ROUTINE_NAME*
 - Name of routine. This is the routine in which the error occurred.
- *rc*
 - JNI return code. This is the return code from the JNI_CreateJavaVM function.

User Response: Ensure that the Java library (libjvm.so) is APF-authorized. See hlq.SHESSAMP(HESJAVA) job for java libraries that require APF authorization. Check for problem determination messages at the console and in the Scanner job stream output. If the error condition persists, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30015E Attempt to delete DA(*dsn*) using DYNALLOC failed in routine *ROUTINE_NAME*.

Explanation: The Service Agent Scanner attempted to delete one of its work data sets by using dynamic allocation (SVC 99), but the DYNALLOC macro has failed. This is accompanied by message HES30013I identifying the DYNALLOC reason codes which will indicate the reason for failure.

In the message text:

- *dsn*
 - Name of data set. This is the data set to be deleted.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Examine the DYNALLOC reason codes as specified in the message HES30013I and see 'Interpreting DYNALLOC Return Codes' in "OS/390 MVS Programming: Authorized Assembler Services Guide". Delete the file manually, if possible. The most common reason for this happening, is that the Scanner was unable to get an exclusive enqueue on the data set, because the data set was allocated to some other user.

System Action: The Service Agent Scanner continues processing, but does not delete the file.

HES30016I OPERATION started for: *DATATYPE*.

Explanation: The Service Agent Scanner has began processing a transaction.

In the message text:

- *OPERATION*
 - Type of operation. This is the function being performed.

- *DATATYPE*
 - Type of data. This is the type of data being processed.

System Action: The Service Agent Scanner processing continues.

HES30017I Package cleanup processing started.

Explanation: This information message is issued by the Service Agent Event Scanner whenever it starts housecleaning.

System Action: The Scanner removes transactions that are completed or in error from the work inventory and deletes work data sets that are no longer required.

HES30018I Verify Connection started.

Explanation: The Service Agent Scanner has received a request to process a verify connection transaction. This verifies the physical and logical connection to the focal point Hardware Management Console (HMC) and IBM Data Receiver Server.

System Action: The Service Agent Scanner attempts communication with the focal point HMC console and IBM.

HES30019I HESSCAN processing: "TRANSACTION" request.

Explanation: The Service Agent Scanner is currently processing a transaction.

In the message text:

- *TRANSACTION*
 - Transaction name. This is the transaction that is being processed.

System Action: The Service Agent Scanner processing continues.

HES30020I Number of TRANSACTION attempts =NO_ATTEMPTS.

Explanation: The Service Agent Scanner has tried a number of times to process the specified transaction. This situation arises when the initial processing of the transaction failed, due to unforeseeable errors -- eg., if communication has been lost to the focal point HMC console then the Scanner will be unable to send data until communication has been re-established.

In the message text:

- *TRANSACTION*
 - Transaction name. This is the transaction that is being processed.
- *NO_ATTEMPTS*
 - Number of attempts. This is the number of attempts the Scanner has made to process the transaction.

System Action: The Scanner will try a maximum of three times to process the specified transaction.

HES30021I OPERATION attempts exceeded for DATATYPE. Package is bein. deleted.

Explanation: The Service Agent Scanner has made three unsuccessful attempts to process the specified transaction for the current package.

In the message text:

- *OPERATION*
 - Type of operation. This is the function being performed.
- *DATATYPE*
 - Type of data. This is the type of data being processed.

System Action: The Service Agent scanner removes the current transaction work element from the work inventory and deletes any associated work data sets.

HES30022E ENVVAR not specified

Explanation: An environment variable that is required for the Service Agent Scanner's successful initialization, was not specified.

In the message text:

- *ENVVAR*
 - Environment Variable. This is the missing environment variable.

User Response: Correct the problem and rerun the job.

System Action: The Service Agent Scanner terminates processing.

HES30023E The TYPE transaction not received/accepted at the IBM Server.

Explanation: The Service Agent Scanner has been notified by the IBM Server that a transaction that it sent, was not received and/or accepted at the IBM Server. Note that in addition to this message, an HES30009I message with a non-zero return code will also be issued.

In the message text:

- *TYPE*
 - Transaction type. This field indicates the transaction that failed.

User Response: Check the return code on the accompanying HES30009I message. Take the recommended action for this return code.

System Action: The Scanner will either retry or delete the transaction depending on the return code in message HES30009I.

HES30024E Recovery procedure started.

Explanation: Recovery procedure started.

HES30025E Deleting TRANSACTION transaction due to ERROR error.

Explanation: The transaction is being deleted.

HES30027E Received error msg from Data Receiver: "MSG"

Explanation: Error Message received.

HES30028E Pause-Release Services are required for Service Agent processing but are not available.

Explanation: During Service Agent Scanner processing, the following Pause-Release services are used:

- IEAVAPE
- IEAVDPE
- IEAVPSE
- IEAVRLS
- IEAVTPE
- IEAVXFR

One of these services could not be loaded.

User Response: Execute the Service Agent Scanner on a system that supports pause-release services.

System Action: The Service Agent Scanner terminates processing.

HES30029E Service Agent is not configured for collection. Will shutdown.

Explanation: Service Agent is not configured for collections. Need to be configured using ISPF dialog.

User Response: Configure Service Agent using ISPF dialog.

System Action: The Service Agent Scanner terminates processing.

HES30030I Version member HESVERSN is missing from SHESPENU library.

Explanation: This information message is issued by the Service Agent Event Scanner whenever HESVERSN member containing Version information is missing from HESPENU library.

System Action: Data Formatter will use default values when constructing version tag in the XML file to be sent to the IBM's data receiver.

HES30031I Unable to reach IBM Server;current request held.

Explanation: This information message is issued by the Service Agent Scanner if it is unable to reach the IBM server; the current processing request will be held until a further request is made. Then an attempt to reach the IBM Server will be made again.

User Response: Message HES30032I will display the response that the Heartbeat routine retrieved when it attempted to open communication with the IBM Server.

If communications facilities are not active, then you have the choice of allowing Service Agent to continue or to shut it down. If you shut Service Agent down you will have to re-enter those commands that were awaiting processing as they will have been lost.

If the Direct Communication facilities are active, then either the communication lines between you and the IBM Server are down or the IBM Server itself is down. Again, you have the choice of awaiting recovery or shutting down.

System Action: The Service Agent Scanner will maintain a list of commands entered -- see Message HES30034I and, possibly, HES30038I; it will execute them if communication is restored and a further non-Shutdown command is issued.

HES30032I Heartbeat Response "RESPONSE".

Explanation: The Heartbeat routine was not able to open communication with the IBM Server.

- RESPONSE is the error response received from the Direct Communication facilities.

HES30034I HESSCAN received "REQUEST" request at time HH:MM:SS.

Explanation: The Service Agent Scanner executes transactions requested by the User and by the Service Agent Event Manager's scheduling routines. This message is displayed whenever the Scanner receives a transaction request.

- REQUEST is the transaction request received.
- HH:MM:SS is the time that the Service Agent Scanner received the request.

HES30035I HESSCAN received no requests. Checking for system enrollment updates.

Explanation: When a user enters Dialog option 1 (Start) Service Agent will start both the Event Manager and the Scanner. At this time the User may not have prepared a transaction to run immediately, nor may the Event Manager implement a scheduled transaction. When the Scanner recognizes this it will check to see if any of the enrollment information has been changed. If so, the Scanner will execute the enrollment transactions.

HES30036I Hardware system enrollment update identified.

Explanation: Hardware system enrollment update is required.

HES30037I Software system enrollment update identified.

Explanation: Software system enrollment update is required.

HES30038I Duplicate request ignored.

Explanation: A transaction request has been received (see preceding message HES30034I) which is a duplicate of a request that is yet to be fully executed.

System Action: This subsequent transaction is ignored.

HES30039I HESSCAN started Heartbeat direct communication verification.

Explanation: Direct Communication is being tested prior to executing received transaction requests.

HES30040I Heartbeat verification successful.

Explanation: Direct Communication test succeeded. Beginning execution of received transactions.

HES30041I Heartbeat received an exception from HESJNIT returns RC= RC

Explanation: The communications routine HESJNIT fails. The return code *RC* and any non-blank information that is returned is also displayed.

In the message text:

- *rc*
 - The return code.
- esa.return.code (if non-blank)
 - The esa return code
- esa.return.text (if non-blank)
 - The esa return text
- sdr.reason.code (if non-blank)
 - The sdr reason code
- sdr.return.code (if non-blank)
 - The sdr return code

System Action: The Service Agent Scanner terminates processing.

HES30043E HESSCAN shutting down (Heartbeat error)

Explanation: Direct Communication test failed. Note previous information messages

System Action: The Service Agent Scanner terminates processing.

HES30044I HESSCAN cleanup processing started.

Explanation: HESSCAN starts terminating normally.

System Action: The Service Agent Scanner terminates processing.

HES30045I HESSCAN will wait for *MIN* minutes so the HMC can complete transmission.

Explanation: HESSCAN waits.

In the message text:

- *MIN*
 - Number of minutes waiting

HES30046E HESSCAN is unable to reach IBM Server and will be shutdown.

Explanation: The Service Agent Scanner failed to connect to IBM Server and will be shutdown.

System Action: The Service Agent Scanner terminates processing.

User Response: Check *ibmhes.url* defined in *envvars* is correct. Else retry later.

HES30100E DSORG invalid for ddname "*DDNAME*" in routine *ROUTINE_NAME*. Dsorg="*ORG*".

Explanation: An unsupported work data set organization was found in the Service Agent Scanner SPACE inventory. The SPACE inventory data set provides allocation attributes for the Service Agent's work data sets. Only 'PO' and 'PS' data set organizations are currently supported in the SPACE inventory.

In the message text:

- *DDNAME*
 - Name of the file. This is the file name in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine name in which the error occurred.
- *ORG*
 - Organization. This is the data set organization.

User Response: This would not normally happen unless the SPACE inventory data set became corrupted. Reallocate the file with low level qualifier WKSPINV in accordance with the Program Directory document. Reinitialize all required fields.

System Action: The Service Agent Scanner terminates processing.

HES30101E RECFM invalid for ddname "*DDNAME*" in routine *ROUTINE_NAME*. Recfm="*RECFM*".

Explanation: An unsupported data set record format was found in the Service Agent Scanner SPACE inventory. The SPACE inventory data set provides allocation attributes for the Service Agent's work data sets. Only 'FB','FBA','FBS','VB','VBA' and 'VBS' record formats are currently supported in the SPACE inventory.

In the message text:

- *DDNAME*
 - Name of the file. This is the file name in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine name in which the error occurred.
- *RECFM*
 - Record Format. This is the data set record format.

User Response: This would not normally happen unless the SPACE inventory data set became corrupted. Reallocate the file with low level qualifier WKSPINV in accordance with the Program Directory document. Reinitialize all required fields.

System Action: The Service Agent Scanner terminates processing.

HES30200E Storage Access failed for *NN* bytes in routine *ROUTINE_NAME*

Explanation: The Service Agent Scanner was unable to obtain dynamic storage to perform one of its functions.

In the message text:

- *NN*
 - Storage size. This is the number of bytes of storage requested.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Increase the job 's region size and restart the Scanner.

System Action: The Service Agent Scanner terminates processing.

HES30300E Fetch of "*MODULE*" module in routine *ROUTINE_NAME* failed.

Explanation: Dynamic loading of module into memory has failed. The error occurred during processing of the FETCH macro.

In the message text:

- *MODULE*
 - Name of module. This is the module that could be loaded into memory.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates processing.

HES30301E Module "*MODULE*" failed in *ROUTINE* with RC= *rc*.

Explanation: The Service Agent Scanner invoked IDCAMS to perform a function against a VSAM data set, but the IDCAMS program has failed. This is accompanied by message IDC3009I as well as other IDCnnnnI messages indicating the reason for failure.

In the message text:

- *MODULE*
 - Name of Module that failed.
- *ROUTINE*
 - Name of Service Agent routine that called IDCAMS. This is the routine in which the error occurred.
- *rc*
 - IDCAMS Return Code. This field indicates the meaning of the response.

User Response: Check the reason code on the accompanying IDC3009I message. Take the recommended action for this reason code. Restart the HESSCAN started task.

System Action: The Service Agent Scanner terminates processing.

HES30400E Unscheduled SCANNER shutdown initiated - EVENT MANAGER is not active.

Explanation: The Service Agent Scanner has determined that its scheduling function 'EVENT MANAGER' is not active and has initiated a 'self' shutdown.

User Response: Check for problem determination messages at the console and in the Event Manage. job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESEVEM in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner terminates.

HES30500I SCANNER shutdown is in progress.

Explanation: This message is issued whenever the Scanner is shutting down.

User Response: If this is not a scheduled shutdown then check for problem determination messages at the console and in the Scanner job stream output.

System Action: The Service Agent Scanner terminates processing.

HES30501I : "TRANSACTION" request was not processed.

Explanation: The Scanner was unable to process this request due to a shutdown.

In the message text:

- *TRANSACTION*
 - Name of transaction. This is the transaction that was not processed.

User Response: If this is not a scheduled shutdown then check for problem determination messages at the console and in the Scanner job stream output.

System Action: The Scanner proceeds with termination.

HES30700I SCANNER AGENT IS NOW ACTIVE

Explanation: This Scanner has been initialized and is now ready to process transactions.

System Action: The Scanner processing continues.

HES30701I SCANNER IS ALREADY ACTIVE

Explanation: This message is displayed if the SCANNER is already started and a subsequent 'Start' command was issued.

System Action: A second instance of the Scanner is not started.

HES30702I SCANNER START IS REJECTED. SCANNER MUST BE A STARTED TASK.

Explanation: The system rejected the request to start the Scanner (HESSCAN). HESSCAN must be a started task. Do not start HESSCAN through JCL or as a Time Sharing Option Extensions (TSO/E) command.

User Response: Ask the system operator to enter the command to start HESSCAN or use the Service Agent dialog.

System Action: The system does not start HESSCAN.

HES30800I Service Agent Message: "TRANSACTION" request completed in TIME.

Explanation: The elapsed time in which the transaction completed.

In the message text:

- *TRANSACTION*
 - Name of transaction. This is the transaction that just completed.

- *TIME*
 - The elapsed time in which the transaction completed.

System Action: The Scanner processing continues.

HES30801E Service Agent Message: "TRANSACTION" request failed.

Explanation: The transaction did not complete successfully. Note that in addition to this message, an HES30802I, HES30803I, HES30804I, HES30805I, or HES30806I message will also be issued.

In the message text:

- *TRANSACTION*
 - Name of transaction. This is the transaction that failed.

User Response: Take the recommended action for the accompanying HES3080nI message, where n is the message number.

System Action: The Scanner processing continues.

HES30802I No response for "TRANSACTION" request in expected interval (*TIME*).

Explanation: A transaction did not complete in the expected interval. This message is typically issued for the "Verify Communication" transaction. The most common reasons for the "Verify Communication" not completing in the expected time interval are:

- The focal point HMC console was busy sending data during this time interval.
- The focal point HMC console was not enabled for Service Agent data collection.

In the message text:

- *TRANSACTION*
 - Name of transaction. This is the transaction that did not complete.
- *TIME*
 - Elapsed time. The expected time interval for the transaction to complete. For the "Verify Communication" transaction, this is 5 minutes.

User Response: Ensure that the focal point HMC console has been enabled for Service Agent data collection. Retry the transaction.,

System Action: The Scanner processing continues.

HES30803I Error accessing file on HMC.

Explanation: This message follows message HES30012E. The Service Agent SCANNER was unable to access the Data Receiver response file for the datatype identified by message HES30012E. The most common reason for this failure is:

- An I/O error was generated when the Service Agent Scanner tried to access the response file.

User Response: Check for problem determination messages at the console and in the SCANNER job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner deletes the current work element and processing continues.

HES30804I Unexpected response from Data Receiver.

Explanation: This message follows message HES30012E. The Service Agent SCANNER received an unknown response from the Data Receiver response file on the HMC console. This response is for the datatype identified by message HES30012E. Note that in addition to this message, an HES30009I message with a non-zero return code will also be issued.

User Response: Check the SDR/HMC response messages file in `../log/SDR.response.log` or in accompanying message HES30009I. Check for problem determination messages at the console and in the SCANNER job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner deletes the current work element and processing continues.

HES30805I HMC connection to Data Receiver is inactive.

Explanation: This message follows message HES30012E. The Service Agent SCANNER was unable to retrieve the response file for the datatype identified by message HES30012E. Note that in addition to this message, an HES30009I message with a non-zero return code will also be issued.

User Response: Check the SDR/HMC response messages file in `../log/SDR.response.log` or in accompanying message HES30009I. Check for problem determination messages at the console and in the SCANNER job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner deletes the current work element and continues processing.

HES30806I Unable to logon to HMC console.

Explanation: The Service Agent SCANNER was unable to logon to the focal point HMC console. Note that in addition to this message, an HES30009I message with a non-zero return code will also be issued. The most common reasons for this failure are:

- Invalid HMC userid, password or IP address.
- No communication link to the focal point HMC.

User Response: Ensure that the Service Agent dialog has been configured with valid HMC userid, password and IP address and that there is a communication link to the focal point HMC. Check the SDR/HMC response messages file in `../log/SDR.response.log` or in accompanying message HES30009I. Check for problem determination messages at the console and in the SCANNER job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner deletes the current work element and continues processing.

HES30807I Data Format Error.

Explanation: The Service Agent SCANNER was unable to format the "Verify Communication" transaction. The Scanner uses XML to format data before it is sent to the IBM Server. The most common reason for this failure is:

- The `"/usr/lpp/esa/IBM/esa1.2/hdr/svhdr.xml"` file is missing.

User Response: Ensure that the "Verify" XML file is there and that the Scanner's `../envvars` file reflects the correct paths required for Service Agent operation. Check for problem determination messages at the console and in the SCANNER job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner deletes the current work element and continues processing.

HES30808E Inventory database out of sync, refresh requested.

Explanation: The IBM's Server database update failed for the customer's inventory data that was sent. Note that in addition to this message, an HES30009I message with a non-zero return code will also be issued.

User Response: If problem recurs, check the SDR/HMC response messages file `./log/SDR.response.log` or the HES30009I message for "InventoryOutOfSyncException" messages. Search problem reporting data bases for a fix for these SDR/HMC response messages. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner deletes the current work element and initiates an immediate refresh collection of inventory data.

HES30809I Scanner initiated a refresh inventory collection as requested by the IBM's Data Receiver Server.

Explanation: This message is informative only and is issued as a result of message HES30808E.

System Action: The Service Agent Scanner processing continues.

HES30810E User Authorization failed. Userid length is invalid. Valid 3 to 31.

Explanation: Service Agent Data Receiver did not accept submitted userid, because it had an invalid length.

User Response: Resubmit user ids to be verified, making sure their lengths are between 3 and 31 characters long.

System Action: Clean current transaction and continue processing.

HES30811E User Authorization failed. Illegal character within given userid.

Explanation: Service Agent Data Receiver did not accept submitted userid, because it had an invalid character.

User Response: Resubmit user ids to be verified, making sure that only valid characters are used: a-z,A-Z,0-9,., and @

System Action: Clean current transaction and continue processing.

HES30812E User Authorization failed. Unexpected response received.

Explanation: An error has occurred when Service Agent was processing user registration request.

User Response: Check the SDR/HMC response messages file in `./log/SDR.response.log` or in accompanying message HES30009I. Check for problem determination messages at the console and in the SCANNER job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Scanner deletes the current work element and continues processing.

HES30813I User Authorization was successful.

Explanation: User id was successfully registered with the IBM Service Agent Server.

User Response: User id can now be used to access collected data.

System Action: Continue processing.

HES30814E Initial Enrollment was unsuccessful; HESSCAN terminated.

Explanation: Service Agent could not process Initial Enrollment

HES30815E System is not Entitled for HIPER/PE reporting.

Explanation: Customer in CCMS, but required service not found or entitlement not matched.

HES30816E Customer not found in CCMS database. Not Entitled for HIPER/PE.

Explanation: Customer not found CCMS database.

HES30817E Country code is not supported for HIPER/PE.

Explanation: This service is currently not available in your country.

HES30990I HESSCAN started on date YYYY/MM/DD at time HH:MM:SS

Explanation: The Scanner task (HESSCAN) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Scanner processing continues.

HES30991I HESSCAN is paused on date YYYY/MM/DD at time HH:MM:SS

Explanation: The Scanner has been paused.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the transaction was paused.
- *HH:MM:SS*
 - System time. This is the system time that the transaction was paused.

System Action: The Scanner processing is paused.

HES30992I HESSCAN dispatched on date YYYY/MM/DD at time HH:MM:SS

Explanation: The Scanner has been dispatched to process a transaction.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the transaction was initiated.
- *HH:MM:SS*
 - System time. This is the system time that the transaction was initiated.

System Action: The Scanner processing continues.

HES30993I Service Agent is not enabled for Data Collection - Shutdown initiated.

Explanation: The Service Agent Scanner was disabled for data collection and has initiated a self shutdown.

User Response: If scheduled data collection is required, then use the Service Agent dialog to enable the Service Agent for data collection.

System Action: The Scanner termination processing continues.

HES30999I HESSCAN ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was: *rc*

Explanation: The Scanner task (HESSCAN) ended.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task ended.
- *HH:MM:SS*
 - System time. This is the system time that the task ended.
- *rc*
 - The highest return code at task end.

System Action: Scanner processing ends.

5.0 JNI interface to invoke the Transaction Java function

HES31001E Error getting Java Virtual Machine (JVM) in routine *ROUTINE_NAME*. Number of JVMs=*NN*. RC=*JNIRC*.

Explanation: The Service Agent module HESJNIT was unable to establish a Java Virtual Machine (JVM) environment while processing the JNI API function `JNI_GetCreatedJavaVMs`. The JVM environment was previously created by the Scanner, but HESJNIT could not get a pointer to it.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *NN*
 - Number of JVMs. This is the number of JVMs returned by the JNI API function `JNI_GetCreatedJavaVMs`.
- *JNIRC*
 - JNI return code. This is the return code returned by the JNI API function `JNI_GetCreatedJavaVMs`.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES31002E Error attaching thread in routine *ROUTINE_NAME*. RC=*ERC*.

Explanation: The Service Agent module HESJNIT was unable to attach to the Java Virtual Machine (JVM) environment while processing the JNI API function `AttachCurrentThread`.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *ERC*
 - JNI return code. This is the return code returned by the JNI API function `AttachCurrentThread`.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES31003E Java Class "*CLASS*" not found in routine *ROUTINE_NAME*.

Explanation: The Service Agent module HESJNIT was unable to locate the JAVA class for the DataFormatter. The most common reason for not locating the DataFormatter JAVA class is:

- The Classpath variable in the Service Agent `./envvars` file does not contain the correct paths.

In the message text:

- *CLASS*
 - Name of Class. This is the DataFormatter class.
- *ROUTINE_NAME*

- Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent `./envvars` file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES31004E Error getting Class ID for Class "*CLASS*" in routine *ROUTINE_NAME*.

Explanation: The Service Agent module HESJNIT was unable to obtain the JAVA Class id for the DataFormatter. The most common reason for not locating the Class id is:

- The Classpath variable in the Service Agent `./envvars` file does not contain the correct paths.

In the message text:

- *CLASS*
 - Name of Class. This is the DataFormatter class.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent `./envvars` file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES31005E Error locating JAVA method "*METHOD_NAME*" in routine *ROUTINE_NAME*.

Explanation: The Service Agent module HESJNIT was unable to obtain the JAVA method id for the DataFormatter. The most common reason for not locating the method id is:

- The Classpath variable in the Service Agent `./envvars` file does not contain the correct paths.

In the message text:

- *METHOD_NAME*
 - Name of Method. This is the DataFormatter java method.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent `./envvars` file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES31006E Exception occurred while executing Java Method "*METHOD_NAME*" in routine *ROUTINE_NAME*.

Explanation: The DataFormatter class generated an exception.

In the message text:

- *METHOD_NAME*
 - Name of Method. This is the DataFormatter java method.
- *ROUTINE_NAME*

- Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES31990I HESJNIT started on date YYYY/MM/DD at time HH:MM:SS

Explanation: The Java Native Interface (HESJNIT) for the Data Formatter module is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that it started.
- *HH:MM:SS*
 - System time. This is the system time that it started.

System Action: HESJNIT processing continues.

HES31999I HESJNIT ended on date YYYY/MM/DD at time HH:MM:SS highest return code was: rc

Explanation: The Java Native Interface (HESJNIT) ended.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that it ended.
- *HH:MM:SS*
 - System time. This is the system time that it ended.
- *RC*
 - The highest return code when it ended.

System Action: HESJNIT processing ends.

HES32001E Error getting Java Virtual Machine (JVM) i. routine ROUTINE_NAME. Number of JVMs=NN. RC=JNIRC.

Explanation: The Service Agent module HESJNIT was unable to establish a Java Virtual Machine (JVM) environment while processing the JNI API function JNI_GetCreatedJavaVMs. The JVM environment was previously created by the Scanner, but HESJNIT could not get a pointer to it.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *NN*
 - Number of JVMs. This is the number of JVMs returned by the JNI API function JNI_GetCreatedJavaVMs.
- *JNIRC*
 - JNI return code. This is the return code returned by the JNI API function JNI_GetCreatedJavaVMs.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES32002E Error attaching thread in routine *ROUTINE_NAME*. RC=*JNIRC*.

Explanation: The Service Agent module HESJNIT was unable to attach to the Java Virtual Machine (JVM) environment while processing the JNI API function AttachCurrentThread.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *JNIRC*
 - JNI return code. This is the return code returned by the JNI API function AttachCurrentThread.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES32003E Java Class "*CLASS*" not found in routine *ROUTINE_NAME*.

Explanation: The Service Agent module HESJNIT was unable to locate the JAVA class for the DataSender. The most common reason for not locating the DataSender JAVA class is:

- The Classpath variable in the Service Agent *./envvars* file does not contain the correct paths.

In the message text:

- *CLASS*
 - Name of Class. This is the DataSender class.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent *./envvars* file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES32004E Error getting Class ID for "*CLASS*" in routine *ROUTINE_NAME*.

Explanation: The Service Agent module HESJNIT was unable to obtain the JAVA Class id for the DataSender. The most common reason for not locating the Class id is:

- The Classpath variable in the Service Agent *./envvars* file does not contain the correct paths.

In the message text:

- *CLASS*
 - Name of Class. This is the DataSender class.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent *./envvars* file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES32005E Error locating JAVA method "*METHOD_NAME*" in routine *ROUTINE_NAME*.

Explanation: The Service Agent module HESJNIT was unable to obtain the JAVA method id for the DataSender. The most common reason for not locating the method id is:

- The Classpath variable in the Service Agent *./envvars* file does not contain the correct paths.

In the message text:

- *METHOD_NAME*
 - Name of Method. This is the DataSender java method.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent *./envvars* file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES32006E Exception occurred while executing Java Method "*METHOD_NAME*" in routine *ROUTINE_NAME*.

Explanation: The DataSender class generated an exception.

In the message text:

- *METHOD_NAME*
 - Name of Method. This is the DataSender java method.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES32990I HESJNIT started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Java Native Interface (HESJNIT) for the Data Sender module is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that it started.
- *HH:MM:SS*
 - System time. This is the system time that it started.

System Action: HESJNIT processing continues.

HES32999I HESJNIT ended on date YYYY/MM/DD at time HH:MM:SS highest return code was: rc

Explanation: The Java Native Interface (HESJNIT) ended.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that it ended.
- *HH:MM:SS*
 - System time. This is the system time that it ended.
- RC
 - The highest return code when it ended.

System Action: HESJNIT processing ends.

HES33001E Error getting Java Virtual Machine (JVM) i. routine ROUTINENAME. Number of JVMs=NN. RC=JNIRC.

Explanation: The Service Agent module HESJNIT was unable to establish a Java Virtual Machine (JVM) environment while processing the JNI API function JNI_GetCreatedJavaVMs. The JVM environment was previously created by the Scanner, but HESJNIT could not get a pointer to it.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *NN*
 - Number of JVMs. This is the number of JVMs returned by the JNI API function JNI_GetCreatedJavaVMs.
- *JNIRC*
 - JNI return code. This is the return code returned by the JNI API function JNI_GetCreatedJavaVMs.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES33002E Error attaching thread in routine ROUTINE_NAME. RC=JNIRC.

Explanation: The Service Agent module HESJNIT was unable to attach to the Java Virtual Machine (JVM) environment while processing the JNI API function AttachCurrentThread.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *JNIRC*
 - JNI return code. This is the return code returned by the JNI API function AttachCurrentThread.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES33003E Java Class "CLASS" not found in routine ROUTINE_NAME.

Explanation: The Service Agent module HESJNIT was unable to locate the JAVA class for the DataValidator. The most common reason for not locating the DataValidator JAVA class is:

- The Classpath variable in the Service Agent ./envvars file does not contain the correct paths.

In the message text:

- *CLASS*
 - Name of Class. This is the DataValidator class.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent ./envvars file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES33004E Error getting Class ID for "CLASS" in routine ROUTINE_NAME.

Explanation: The Service Agent module HESJNIT was unable to obtain the JAVA Class id for the DataValidator. The most common reason for not locating the Class id is:

- The Classpath variable in the Service Agent ./envvars file does not contain the correct paths.

In the message text:

- *CLASS*
 - Name of Class. This is the DataValidator class.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent ./envvars file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES33005E Error locating JAVA method "METHOD_NAME" in routine ROUTINE_NAME.

Explanation: The Service Agent module HESJNIT was unable to obtain the JAVA method id for the DataValidator. The most common reason for not locating the method id is:

- The Classpath variable in the Service Agent ./envvars file does not contain the correct paths.

In the message text:

- *METHOD_NAME*
 - Name of Method. This is the DataValidator java method.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Ensure that the correct Classpath is specified in the Service Agent ./envvars file. Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem

reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES33006E Exception occurred while executing Java Method "*METHOD_NAME*" in routine *ROUTINE_NAME*.

Explanation: The DataValidator class generated an exception.

In the message text:

- *METHOD_NAME*
 - Name of Method. This is the DataValidator java method.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESJNIT module terminates processing.

HES33990I HESJNIT started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Java Native Interface (HESJNIT) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that it started.
- *HH:MM:SS*
 - System time. This is the system time that it started.

System Action: HESJNIT processing continues.

HES33999I HESJNIT ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was: *rc*

Explanation: The Java Native Interface (HESJNIT) ended.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that it ended.
- *HH:MM:SS*
 - System time. This is the system time that it ended.

RC

- The highest return code when it ended.

System Action: HESJNIT processing ends.

6.0 Service Agent Data Collector

HES35001I HESCOLL started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: Data Collector module (HESCOLL) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

System Action: The Data Collector processing continues.

HES35002E Error finding "KEY" record in routine *ROUTINE_NAME*. File name "*DDNAME*".

Explanation: The error occurred during processing of the FLOCATE macro instruction. The Service Agent Collector was unable to locate the record key in the configuration data set.

In the message text:

- *KEY*
 - Record key. This is the key of the record to be located.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Depending on the KEY verify Service Agent configuration

- SSD - Verify that at least one CSI data set is specified for collection.
- SSZ - Verify that at least one CSI target zone is specified for collection.

System Action: The Service Agent Data Collector will terminate.

HES35003E Error reading "KEY" record in routine *ROUTINE_NAME*. File name is "*DDNAME*". Record length=*NN*.

Explanation: The error occurred during processing of the FREAD macro instruction. The Service Agent Collector was unable to read the record KEY in the configuration data set.

In the message text:

- *KEY*
 - Record key. This is the key of the record to be located.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *NN*
 - Supposed record length of the record read.

User Response: Depending on the KEY verify Service Agent configuration

- SSD - Verify that at least one CSI data set is specified for collection.
- SSZ - Verify that at least one CSI target zone is specified for collection.
- SWE - No FMIDs has been found in CUSTINV data set for service data collection. Check Scanner output log for error messages in previous software collection.

System Action: The Service Agent Data Collector will terminate.

HES35005E Error closing file "DDNAME" in routine ROUTINE_NAME.

Explanation: The error occurred during processing of an FCLOSE macro. The Service Agent Collector was unable to close the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Collector terminates processing.

HES35007E Error opening file "DDNAME" in routine ROUTINE_NAME.

Explanation: The error occurred during processing of an FOPEN macro. The Service Agent Event Collector was unable to open the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Collector terminates processing.

HES35008E Error writing record to file "DDNAME" in routine ROUTINE_NAME. Record length=NN

Explanation: The error occurred during processing of the FWRITE macro instruction. The Service Agent Collector was unable to write the record in the data set pointed to by this DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *NN*

- Record length. This is the length of the record written.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Collector terminates processing.

HES35009E Error duplicate record key found in file "DDNAME" in routine ROUTINE_NAME. Record key=NN

Explanation: The error occurred during processing of the FWRITE macro instruction. The Service Agent Collector was unable to write the record in the data set pointed to by this DDNAME. Record with same key already exists in the data set.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *NN*
 - Record length. This is the length of the record to be written.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Collector terminates processing.

HES35011I Data Collector Initiated DATATYPE Inventory data collection.

Explanation:

- *DATATYPE* is one of -
 - Software
 - Service

Data Collector started its processing.

System Action: Service Agent Data Collector continues processing.

HES35015E SMP/E API call failed

Explanation: SMP/E GIMAPI query has failed.

User Response: Please refer to HES35501E message.

HES35101E Error, CSI number equals 0

Explanation: Configuration record indicates that no CSI's were entered.

User Response: Check for problem determination messages at the console and in the Scanner job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: No inventory data will be collected.

HES35201I The GLOBAL CSI being used is *NAME*.

Explanation:

- *NAME* is the name of the Global CSI

Data is going to be collected from *NAME*.

System Action: Service Agent Data Collector continues processing.

HES35202I *TYPE* zone *NAME* has been selected

Explanation:

- *TYPE* is the zone type
- *NAME* is the zone name

Data is going to be collected from the zone *NAME*.

System Action: Service Agent Data Collector continues processing.

HES35301I Product *PRODUCT_NAME* is not installed in preselected zones: **IGNORED**

Explanation:

- *PRODUCT_NAME* is the product name

Features for the product *PRODUCT_NAME* are not in the selected zones. The product will not be reported.

User Response: If that product info is to be collected, include the zones it is installed in.

System Action: Service Agent Data Collector continues processing.

HES35401I Feature entry *ENTRY_NAME* is not installed in preselected zones : **IGNORED**

Explanation:

- *ENTRY_NAME* is the entry name

Feature is not installed in the selected zones. It is not going to be reported

User Response: If that feature info is to be collected, include the zones it is installed in.

System Action: Service Agent Data Collector continues processing.

HES35500I Warning have been issued by GIMAPI: *COMMAND*. RC=*RCNN* CC=*CCNN*

Explanation:

- *COMMAND* is the command issuing the warning. It is one of -
 - VERSION
 - QUERY
- *RCNN* is the return code.
- *CCNN* is the condition code.

GIM API returned an error message.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: Some inventory data might not be collected.

HES35501I Errors were encountered by GIMAPI: *COMMAND*. RC= *RCNN* CC=*CCNN*

Explanation:

- *COMMAND* is the command issuing the error. It is one of -
 - *VERSION*
 - *QUERY*
- *RCNN* is the return code.
- *CCNN* is the condition code.

GIM API processing produced errors.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: Service Agent Data Collector will terminate.

HES35999I HESCOLL ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was: *rc*

Explanation: The Service Agent Data Collector Module (HESCOLL) has ended processing.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the module ended.
- *HH:MM:SS*
 - System time. This is the system time that the module ended.
- *rc*
 - Highest return code

System Action: The Data Collector processing ends.

HES39000I HESCONF started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Import/Export task (HESCONF) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the task started.
- *HH:MM:SS*
 - System time. This is the system time that the task started.

HES39001E Error opening file "*DDNAME*" in routine *ROUTINE_NAME*.

Explanation: The error occurred during processing of an FOPEN macro. The Service Agent Import/Export was unable to open the file identified by *DDNAME*.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*

- Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the HESCONF's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Import/Export terminates processing.

HES39002E File "DDNAME" has not been initialized in routine ROUTINE_NAME.

Explanation: The error occurred during processing of an FREAD macro. The Service Agent Import/Export did not find any data in the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check the content of the file. If empty it has to be populated by the EXPORT function.

System Action: The Service Agent Import/Export terminates processing.

HES39003E Error reading "KEY" record in routine ROUTINE_NAME. Filename is "DDNAME". Record length=NN

Explanation: The error occurred during processing of the FREAD macro instruction. The Service Agent Import/Export was unable to read the record key in the data set DDNAME.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be read.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *NN*
 - Record length. This is the length of the record to be read.

User Response: Check for problem determination messages at the console and in the HESCONF job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Import/Export terminates processing.

HES39005E Error closing file "DDNAME" in routine ROUTINE_NAME.

Explanation: The error occurred during processing of an FCLOSE macro. The Service Agent Import/Export was unable to close the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*

- Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the HESCONF job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Import/Export terminates processing.

HES39006E Error finding "KEY" record in routine *ROUTINE_NAME*. Filename "*DDNAME*".

Explanation: The error occurred during processing of the FLOCATE macro instruction. The Service Agent Import/Export was unable to locate the record key in the data set pointed by DDNAME.

In the message text:

- *KEY*
 - Record key. This is the key of the record to be located.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Check for problem determination messages at the console and in the HESCONF job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Import/Export terminates processing.

HES39007E Error updating "KEY" record in routine *ROUTINE_NAME*. Filename "*DDNAME*".

Explanation: The error occurred during processing of the FUPDATE macro instruction. The Service Agent Import/Export was unable to update the record in the data set pointed to by this DDNAME.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be updated.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Check for problem determination messages at the console and in the HESCONF job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Import/Export terminates processing.

HES39008E Error writing record in "*DDNAME*" in routine *ROUTINE_NAME*. Record length=*RECLN*

Explanation: The error occurred during processing of the FWRITE macro instruction. The Service Agent Import/Export was unable to write the record in the data set pointed to by this DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *RECLN*
 - Record length. This is the length of the record to be written.

User Response: Check for problem determination messages at the console and in the HESCONF job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Import/Export terminates processing.

HES39009E SMP/E API call failed.

Explanation: See Message

User Response: Please refer to HES39501I message.

HES39500I Warning have been issued by GIMAPI: *COMMAND*. RC= *RCNN* CC=*CCNN*

Explanation:

- *COMMAND* is the command issuing the warning. It is one of -
 - VERSION
 - QUERY
- *RCNN* is the return code.
- *CCNN* is the condition code.

GIM API returned an error message.

User Response: Check for problem determination messages at the console and in the HESCONF's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: Some zone information might not be retrieved.

HES39501I Errors were encountered by GIMAPI: *COMMAND*. RC= *RCNN* CC=*CCNN*

Explanation:

- *COMMAND* is the command issuing the error. It is one of -
 - VERSION
 - QUERY
- *RCNN* is the return code.
- *CCNN* is the condition code.

GIM API processing produced errors.

User Response: Check for problem determination messages at the console and in the HESCONF's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESCONF in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: Service Agent Import/Export will terminate.

HES39999I HESCONF ended on date YYYY/MM/DD at time HH:MM:SS highest return code was: rc

Explanation: The Service Agent Import/Export function (HESCONF) ended.

In the message text:

- YYYY/MM/DD
 - System date. This is the system date that it ended.
- HH:MM:SS
 - System time. This is the system time that it ended.
- rc
 - The highest return code at task end.

User Response:

System Action: HESCONF processing ends.

HES40001I HESCOMP started on date YYYY/MM/DD at time HH:MM:SS

Explanation: The Service Agent Data Compare Module (HESCOMP) is starting to run.

In the message text:

- YYYY/MM/DD
 - System date. This is the system date that the module was started.
- HH:MM:SS
 - System time. This is the system time that the module was started.

System Action: The Data Compare processing continues.

HES40003E Error reading "KEY" record in routine ROUTINE_NAME. Filename is "DDNAME". Record length=NN

Explanation: The error occurred during processing of the FREAD macro instruction. The Service Agent Data Compare module (HESCOMP) was unable to read the record key in the customer inventory data set. The customer inventory is used to store the collected inventory data.

In the message text:

- KEY
 - VSAM record key. This is the record key to be read.
- ROUTINE_NAME
 - Name of the routine. This is the routine in which the error occurred.
- DDNAME
 - Name of the file. This is the filename in which the error occurred.
- RECLN
 - Record length. This is the length of the record to be read.

User Response: Use the Service Agent Dialog to perform a Force Refresh of the Inventory data.

System Action: The HESCOMP module returns control to the Service Agent Scanner and data compare processing is stopped.

HES40007E Error opening file "DDNAME" in routine ROUTINE_NAME.

Explanation: The error occurred during processing of an FOPEN macro. The Service Agent Data Compare module was unable to open the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The HESCOMP module returns control to the Service Agent Scanner and Data Compare processing is stopped.

HES40011I Data Compare Initiated for DATATYPE data.

Explanation: The Service Agent Data Compare processing has started. The Compare process determines if there are any changes between previous and current collected inventory data. Changes are applied to the Customer Inventory data set.

In the message text:

- *DATATYPE*
 - This is the type of data that is being compared.

System Action: The Data Compare processing continues.

HES40013I PTF related FMID FMID_NUM is not installed. Deleted PTF will be ignored.

Explanation: The Service Agent Data Compare module (HESCOMP) has found that a previously collected PTF and its associated FMID are missing from the newly collected data. The IBM Server will subsequently remove this FMID and the associated PTFs from its database.

In the message text:

- *PTF*
 - This is the PTF number being reported.
- *FMID_NUM*
 - FMID. This is the FMID for the PTF.

System Action: The Data Compare processing continues.

HES40501I Number of keys found in old VSAM dataset: NN

Explanation: The Service Agent Data Compare module lists the record keys found in the previously collected customer inventory.

- *NN* is the number of keys found

System Action: The Data Compare processing continues.

HES40502I Number of keys found in new VSAM dataset: *NN*

Explanation: The Service Agent Data Compare module lists the record keys found in the newly collected customer inventory.

- *NN* is the number of keys found

System Action: The Data Compare processing continues.

HES40503I Number of keys inserted : *NN*

Explanation: The Service Agent Data Compare module lists the record keys that will be inserted in the customer inventory.

- *NN* is the number of keys found

System Action: The Data Compare processing continues.

HES40504I Number of keys delete. - *NND* (*NNI* keys ignored; *NNP* keys will be processed)

Explanation: The Service Agent Data Compare module lists the results of the comparison between the old and newly collected inventory data.

- *NND* is the number of keys deleted
- *NNI* is the number of keys ignored
- *NNP* is the number of keys processed

System Action: The Data Compare processing continues.

HES40505I Number of keys update. - *NNU* (*NNID* keys included as insert/delete)

Explanation: The Service Agent Data Compare module lists the results of the comparison between the old and newly collected inventory data.

- *NNU* is the number of keys updated
- *NNID* is the number of keys included as insert/delete

System Action: The Data Compare processing continues.

HES40999I HESCOMP ended on date *YYYY/MM/DD* at time *HH:MM:SS* return code: *rc*

Explanation: The Service Agent Data Compare Module (HESCOMP) has ended processing.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the module ended.
- *HH:MM:SS*
 - System time. This is the system time that the module ended.
- *rc*
 - Return code. This is the return code when the module ended.

System Action: The Data Compare processing ends.

7.0 Service Agent Inventory data XML generator

HES45001I XML Generator started on date *YYYY/MM/DD* at time *TIME*

Explanation:

- *YYYY/MM/DD* is the system date that the message was initiated.

This message indicates the start of the data formatter module.

HES45002I Program HESXMLG started generating XML for *INVENTORY*.

Explanation:

- *INVENTORY* can be
 - Customer Inventory
 - Enrollment

System Action: Processing continues.

HES45999I XML Generator ended on date *YYYY/MM/DD* at time *HH:MM:SS* return code: *rc*

Explanation: The XML Generator (HESXMLG) has ended processing.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the module ended.
- *HH:MM:SS*
 - System time. This is the system time that the module ended.
- *rc*
 - Return code. This is the return code when the module ended.

System Action: XML Generator processing ends.

8.0 Service Agent Build Compact Inventory for HIPER/PE

HES50001I HESBCI started on date *YYYY/MM/DD* at time *HH:MM:SS*

Explanation: The Build Compact Inventory routine (HESBCI) is starting to run.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the routine started.
- *HH:MM:SS*
 - System time. This is the system time that the routine started.

System Action: The Build Compact Inventory processing continues.

HES50002E Error opening file "*DDNAME*" in routine *ROUTINE_NAME*.

Explanation: The error occurred during processing of an FOPEN macro. Service Agent Compact Inventory routine was unable to open the file identified by DDNAME.

In the message text:

- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Check for problem determination messages at the console and in the Event Manager job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESVEM in verbose mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Service HESSCAN Task terminates processing.

HES50003E Error closing file "*DDNAME*" in routine *ROUTINE_NAME*.

Explanation: The error occurred during processing of an FCLOSE macro. Service Agent Compact Inventory routine was unable to open the file identified by DDNAME.

In the message text:

- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.

User Response: Check for problem determination messages at the console and in the Event Manager job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in verbose mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Service HESSCAN Task terminates processing.

HES50004E Error finding "KEY" record in routine *ROUTINE_NAME*. Filename is "DDNAME".

Explanation: The error occurred during processing of the FLOCATE macro instruction. The Service Agent Compact Inventory routine was unable to locate the record key in the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be located. occurred.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent HESSCAN Task terminates processing.

HES50005E Error reading "KEY" record in routine *ROUTINE_NAME*. Filename is *DDNAME*". Record length=*RECLN*

Explanation: The error occurred during processing of the FREAD macro instruction. The Service Agent Compact Inventory routine was unable to read the record key in the configuration inventory data set. The configuration inventory is used to store the Service Agent dialog customization parameters.

In the message text:

- *KEY*
 - VSAM record key. This is the record key to be read.
- *ROUTINE_NAME*
 - Name of the routine. This is the routine in which the error occurred.
- *DDNAME*
 - Name of the file. This is the filename in which the error occurred.
- *RECLN*
 - Record length. This is the length of the record to be read.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: The Service Agent Build Compact Inventory routine terminates processing.

HES50006I Warning have been issued by GIMAPI: *COMMAND*. RC= *RCNN* CC=*CCNN*

Explanation:

- *COMMAND* is the command issuing the warning. It is one of -
 - *VERSION*
 - *QUERY*
- *RCNN* is the return code.

- *CCNN* is the condition code.

GIM API returned an error message.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: Some inventory data might not be collected.

HES50007E Errors were encountered by GIMAPI: *COMMAND*. RC= *RCNN* CC=*CCNN*

Explanation:

- *COMMAND* is the command issuing the error. It is one of -
 - *VERSION*
 - *QUERY*
- *RCNN* is the return code.
- *CCNN* is the condition code.

GIM API processing produced errors.

User Response: Check for problem determination messages at the console and in the Scanner's job stream output. If problem recurs, search problem reporting data bases for a fix for the problem. If no fix exists, start HESSCAN in debug mode and contact the IBM Support Center. Provide the JCL and the SYSOUT output for the job.

System Action: Service Agent Build Compact Inventory routine will terminate.

HES50999I HESBCI ended on date *YYYY/MM/DD* at time *HH:MM:SS* highest return code was: *MAX_RC*

Explanation: The Service Agent Build Compact Inventory routine (HESBCI) ended.

In the message text:

- *YYYY/MM/DD*
 - System date. This is the system date that the routine ended.
- *HH:MM:SS*
 - System time. This is the system time that the routine ended.
- *MAX_RC*
 - This is the maximum return code when the routine ended.

System Action: Build Compact Inventory processing ends.

9.0 Hardware Collection

HES80001I *MMDDHHMMSS COPYRIGHT_INFO.*

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *COPYRIGHT_INFO* is the copyright information for the program being run.

User Response: Read the copyright information.

0001 %s

HES80002I *MMDDHHMMSS Command Line PARMS.*

Explanation: This message is provided to note the command line parameters passed to the program being run. Depending on the length of the parameter string, not all of it may be shown.

- *MMDDHHMMSS* is the timestamp for the message.
- *PARMS* are the command line parameters.

0002 Command Line: %90s.

HES80003I *MMDDHHMMSS DEBUG_MESSAGE.*

Explanation: This is an information that displays only if the "DEBUG" parameter is used. Generally, the message indicates the part of the program that was being used at that moment - other messages that follow specify what is being acted upon.

- *MMDDHHMMSS* is the timestamp for the message.
- *DEBUG_MESSAGE* is a debugging message which will consist of one of the following:
 - open file
 - close file
 - reset file
 - %%%device_exclusion_alloc
 - %%%device_exclusion_dflt
 - %%%device_exclusion_free
 - %%%device_inclusion_alloc
 - %%%device_inclusion_dflt
 - %%%device_inclusion_free
 - %%%logrec_select_alloc
 - %%%logrec_select_dflt
 - %%%logrec_select_free
 - %%%hesstate_alloc
 - %%%hesstate_free
 - %%%initialize_io
 - %%%terminate_io

HES80005E *MMDDHHMMSS* **HESHRDL task is already active.**

Explanation: The task is already active.

User Response:

System Action: Only one HESHRDL task can be active per system. The starting task terminates processing.

HES80010E *MMDDHHMMSS* **One or more errors were encountered - fix and resubmit.**

Explanation: One or more errors were encountered - fix and resubmit.

User Response: Review HESPRINT/SYSPRINT/JESMSG LG, correct the error(s) and restart the job.

System Action: The job is terminated.

HES80011E *MMDDHHMMSS* **One or more abends were encountered - fix and resubmit.**

Explanation: One or more abends were encountered - fix and resubmit.

User Response: Review HESPRINT/SYSPRINT/JESMSG LG, correct the error(s) and restart the job.

System Action: The job is terminated.

HES80020I *MMDDHHMMSS* **Parm echo** *PARMS*.

Explanation: This is an information that displays only if the "DEBUG" parameter is used.

- *MMDDHHMMSS* is the timestamp for the message.
- *PARMS* is a parameter read from the command-line or HESPARMS.

HES80021I *MMDDHHMMSS* **Parm value** *PARMS*.

Explanation: This is an information that displays only if the "DEBUG" parameter is used.

This message is provided to note the command line parameters passed to the program being run. Depending upon the length of the parameter string, not all of it may be shown.

- *MMDDHHMMSS* is the timestamp for the message.
- *PARMS* are the evaluated parameters with which the program is running

HES80022I *MMDDHHMMSS* **Parm error:** *ERROR*.

Explanation: This information says that a user-defined parameter is not correct. Depending upon the severity of the error the parameter will be redefined to its default or the job will be terminated.

- *MMDDHHMMSS* is the timestamp for the message.
- *ERROR* is one of the following:
 - Command Line Parameters
 - HLQ parm missing
 - Interval Parameters
 - interval wait out of bounds: $0,60 \leq x \leq 86400$
 - interval spool of bounds: $0 \leq x \leq 31$
 - FTP Parameters
 - remote host missing
 - remote userid missing

- remote password missing
- remote filename missing
- remote check wait: $0,60 \leq x \leq 86400$

User Response: None, or correct the error and restart the job.

System Action: If the errors are as follows -

- Command Line Parameters
 - HLQ parm missing - the job is terminated
- Interval Parameters
 - interval wait out of bounds: $0,60 \leq x \leq 86400$ - the job continues with a default of 300
 - interval spool of bounds: $0 \leq x \leq 31$ - the job continues with a default of 7
- FTP Parameters
 - remote host missing - the job is terminated
 - remote userid missing - the job is terminated
 - remote password missing - the job is terminated
 - remote filename missing - the job is terminated
 - remote check wait: $0,60 \leq x \leq 86400$ - the job continues with a default of 600

If any of the following show up there is a problem as there are no user parameters for these specified in the User's Guide.

- Interval Parameters
 - interval records out of bounds: $1 \leq x$ - putatively, the job will continue with a default of 10000
 - interval busyw out of bounds: $0,60 \leq x \leq 86400$ - the job will continue with a default of 60
 - interval busyc out of bounds: $1 \leq x$ - the job will continue with a default of zero (???)
 - interval count out of bounds: $1 \leq x$ - the job will continue with a default of zero (???)
- FTP Parameters
 - remote send out of bounds: $0,60 \leq x \leq 86400$ - the job will continue with a default of 14400
 - remote warning out of bounds: $0,60 \leq x \leq 86400$ - the job will continue with a default of 3600
 - remote failc out of bounds: $0,1 \leq x \leq 60$ - the job will continue with a default of 5
 - remote old out of bounds: $1 \leq x \leq 31$ - the job will continue with a default of 1

HES80030I MMDDHHMMSS Setting *TIMER* interval of *COUNT* seconds.

Explanation: If the command 'VERBOSE' has been used this information will appear when an interval timer has been set.

- *MMDDHHMMSS* is the timestamp for the message.
- *TIMER* is the timer as follows:
 - Spool Timer
 - Send Warning Timer
- *COUNT* is the number of seconds for which the timer is set.

HES80031I MMDDHHMMSS Begin *TIMER* wait of *COUNT* seconds.

Explanation: If the command 'VERBOSE' has been used this information will appear when an interval timer waits.

- *MMDDHHMMSS* is the timestamp for the message.
- *TIMER* is the timer as follows:
 - Interval
 - Remote Check
 - Busy File
- *COUNT* is the number of seconds for which the timer waits.

HES80032I MMDDHHMMSS End *TIMER* Wait.

Explanation: If the command 'VERBOSE' has been used this information will appear when an interval timer completes

- *MMDDHHMMSS* is the timestamp for the message.
- *TIMER* is the timer as follows:
 - Interval
 - Remote Check
 - Busy File

HES80034I MMDDHHMMSS Send Interval (*MAX*) exceeded (*TIME*).

Explanation: An information that the program is late in sending data to node.user or the HMC. The data will be sent immediately.

- *MMDDHHMMSS* is the timestamp for the message.
- *MAX* is interval in seconds which has been exceeded.
- *TIME* is interval in seconds actually used.

HES80040I MMDDHHMMSS Operator command (*COMMAND*) accepted, parms ignored.

Explanation: The operator command was accepted but any parameters on the command have been ignored.

- *MMDDHHMMSS* is the timestamp for the message.
- *COMMAND* is the command accepted.

HES80041I MMDDHHMMSS Operator command (*COMMAND*) accepted.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *COMMAND* is the command accepted.

HES80042I MMDDHHMMSS Operator command (COMMAND) accepted and ignored.

Explanation: The operator command was accepted and ignored because it was unknown, was after a STOP command, or just didn't make any sense.

- *MMDDHHMMSS* is the timestamp for the message.
- *COMMAND* is the command accepted.

HES80069E MMDDHHMMSS Erep dsn DSN could not be deleted.

Explanation: As indicated by the IDCAMS messages the Erep data set could not be deleted.

- *MMDDHHMMSS* is the timestamp for the message.
- *DSN* is the Erep data set name.

User Response: See explanation of IDCAMS output messages.

System Action: The data set is not deleted.

HES80070I MMDDHHMMSS EREPDATA file was found in catalog with name NAME.

Explanation: The HESTEMP file could not be renamed to EREPDATA as a catalog entry with that name was found.

- *MMDDHHMMSS* is the timestamp for the message.
- *NAME* is the existing file name.

User Response:

System Action: Service Agent Scanner will be requested to process the existing EREPDATA file and remove it. HESTEMP will be renamed after the Scanner is successful.

HES80071E MMDDHHMMSS IDCAMS encountered errors while trying to locate dataset DSN in catalog.

Explanation: As indicated by the IDCAMS messages the data set could not be located.

- *MMDDHHMMSS* is the timestamp for the message.
- *DSN* is the data set name.

User Response: See explanation of IDCAMS output messages.

HES80090I MMDDHHMMSS VARIABLE = DEC /0X HEX.

Explanation: This message is provided to note the value of a variable in both decimal and hexadecimal.

- *MMDDHHMMSS* is the timestamp for the message.
- *VARIABLE* is the variable name as follows:
 - ENQ RC
 - FTP RC
 - FTP Failure RC
 - ESTAE rc
 - IKJTSOEV return
 - TRANSMIT failure rc
- *DEC* is the decimal value.
- *HEX* is the hexadecimal value.

HES80091I MMDDHHMMSS NOTICE

Explanation: This message is provided to issue a notice.

- *MMDDHHMMSS* is the timestamp for the message.
- *NOTICE* is the notice.

HES80092I MMDDHHMMSS Spooled logfile COUNT (REC records, FROM - TO).

Explanation: This information is displayed whenever HESRDLOG/HESHRDL's streamed logfile (HESPRINT/SYSPRINT) is closed, reset and re-opened. This is usually done after seven days have elapsed, although this may be changed by the INTERVAL SPOOL command.

- *MMDDHHMMSS* is the timestamp for the message.
- *COUNT* is the number of streamed logfiles (including the current one).
- *REC* is the number of records written to the last streamed logfile.
- *FROM* is the message time of the first record that was stored in the last closed streamed logfile.
- *TO* is the message time of the last record that was stored in the last closed streamed logfile.

HES80093I MMDDHHMMSS Spooled logfile COUNT (REC records, FROM - TO).

Explanation: This information is displayed whenever HESRDLOG/HESHRDL's streamed logfile (HESPRINT/SYSPRINT) is closed, reset and re-opened. This is the new one.

- *MMDDHHMMSS* is the timestamp for the message.
- *COUNT* is the number of this streamed logfile.
- *REC* is the number of records written to streamed logfiles prior to this one.
- *FROM* is the message time of the first record to be stored in this streamed logfile.
- *TO* is the same as FROM.

HES80100I MMDDHHMMSS File DDNAME is Ok.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.

HES80101I MMDDHHMMSS File DDNAME is Empty.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.

User Response: If the program will not run, contact IBM Service Agent support.

HES80102I MMDDHHMMSS File DDNAME is at EOF.

Explanation: The file has been fully read.

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.

HES80103I MMDDHHMMSS File DDNAME is a Terminal file.

Explanation: The file has been allocated to the Terminal.

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.

HES80104I MMDDHHMMSS File DDNAME is a SYSIN/SYSPRINT/SUBSYSTEM file.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.

HES80105I MMDDHHMMSS File DDNAME is being ignored (Not used).

Explanation: The file has been allocated in a way that precludes its use (often as a result of being allocated to a terminal).

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.

User Response: Correct allocation if program is not running.

HES80106I MMDDHHMMSS File DDNAME is being Dynamically allocated to DSN.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.
- *DSN* is the data set name of the file.

HES80107I MMDDHHMMSS File DDNAME is being Dynamically freed.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.

HES80108I MMDDHHMMSS File DDNAME is allocated to DSN.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.
- *DSN* is the data set name of the file.

HES80109I MMDDHHMMSS File DDNAME was read: COUNT records.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.
- *COUNT* is the number of records read.

HES80110I MMDDHHMMSS File DDNAME was written: COUNT records.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the ddname of the file.
- *COUNT* is the number of records written.

HES80111I MMDDHHMMSS File DDNAME had a Dynamic allocation error: ERROR_STATUS.

Explanation: The file could not be dynamically allocated.

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- The *ERROR_STATUS* fields provide the reason for the failure. They are

User Response: Correct the error described by *ERROR_STATUS* and restart the job if it has terminated.

HES80112I MMDDHHMMSS File DDNAME is busy (allocated to another job or user).

Explanation: The file could not be dynamically allocated because another job or user is using the file.

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

User Response: Alleviate whatever is causing the busy condition. The job(s) or user(s) holding the file may be found by issuing the command:

```
D GRS,RES=(SYSDSN,hlq.DDNAME)
```

If *DDNAME* is *HESPARMS* and the message occurs in response to a "REREAD" command then the system will also issue message HES80041 and wait one minute for alleviation; if alleviation does not complete in time the job will be terminated.

System Action: None, or the job is terminated with cc=12.

If *DDNAME* is *HESPARMS* and the message occurs during startup then *HESRDLOG/HESHRDL* will wait until alleviation and then continue.

HES80113I MMDDHHMMSS File DDNAME was not found: No DD, or Dynalloc failed.

Explanation: The file had no DD card, could not be dynamically allocated, or is not catalogued.

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

User Response: If program has ended, refer to PROGRAM RESTORE procedure.

System Action: None, or the job is terminated with cc=12.

HES80114I MMDDHHMMSS File DDNAME had an abend: ABEND_CODE.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *ABEND_CODE* is the abend code.

User Response: If program ended, correct the error.

System Action: Program may end.

HES80115I MMDDHHMMSS File DDNAME had an error: ERROR_CODE.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *ERROR_CODE* is the error code.

HES80116I MMDDHHMMSS File DDNAME had an invalid DSORG.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

User Response: Correct the DSORG and restart the job.

HES80117I MMDDHHMMSS File DDNAME is a PDS, but you did not supply a member name.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

User Response: Correct the DD card and restart the job.

HES80118I MMDDHHMMSS File DDNAME has an invalid BLKSIZE(ACTUAL) MIN <=X<= MAX.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *ACTUAL* is the file's actual block size.
- *MIN* is the minimum block size limit.
- *MAX* is the maximum block size limit.

User Response: Correct the block size and restart the job.

HES80119I MMDDHHMMSS File DDNAME has an invalid LRECL(ACTUAL) MIN <=X<= MAX.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *ACTUAL* is the file's actual LRECL.
- *MIN* is the minimum LRECL limit.
- *MAX* is the maximum LRECL limit.

User Response: Correct the LRECL and restart the job.

HES80120I MMDDHHMMSS File DDNAME has no buffer space.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

User Response: Correct the error condition and restart the job.

System Action: The job is terminated.

HES80121I MMDDHHMMSS File DDNAME is full.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

HES80122I MMDDHHMMSS File DDNAME had a SYNAD error: MESSAGE.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *MESSAGE* is the returned error message.

User Response: Correct the error condition and restart the job.

System Action: The job is terminated.

HES80123I MMDDHHMMSS File DDNAME had a header error.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

User Response: Correct the error condition and restart the job.

HES80124I MMDDHHMMSS File DDNAME had a syntax error at FILE_NUMBER:LINE:COLUMN.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *FILE_NUMBER:LINE:COLUMN* is the file, line and column numbers at which the error occurred.

User Response: Correct the error condition and restart the job.

System Action: The job is terminated.

HES80125I MMDDHHMMSS File DDNAME has been reset (emptied).

Explanation: The file has been reset to an empty state (no records).

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

HES80126I MMDDHHMMSS File DDNAME had an unknown/unexpected error: ERROR.

Explanation: The error is not expected by the program.

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *ERROR* is the error.

User Response: Correct the error and restart the job.

System Action: The job is terminated.

HES80127I MMDDHHMMSS File DDNAME has been opened for BSAM I/O.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.

HES80150I MMDDHHMMSS HESRDLOG/HESHRDL Disabled.

Explanation: HESRDLOG/HESHRDL is being run with a DISABLE option. Any current or future HESRDLOG/HESHRDL jobs will not start until HESRDLOG/HESHRDL is enabled by running HESRDLOG/HESHRDL with the ENABLE option.

- *MMDDHHMMSS* is the timestamp for the message.

HES80151I MMDDHHMMSS HESRDLOG/HESHRDL Enabled.

Explanation: HESRDLOG/HESHRDL is being run with a ENABLE option.

- *MMDDHHMMSS* is the timestamp for the message.

User Response: Restart job to begin program.

System Action: Job will enable HESRDLOG/HESHRDL and end.

HES80152I MMDDHHMMSS HESRDLOG/HESHRDL Posting waiting EREP job(s).

Explanation: HESRDLOG/HESHRDL has recognized a waiting EREP job and will release its resources early to enable the EREP job to continue.

- *MMDDHHMMSS* is the timestamp for the message.

HES80153I MMDDHHMMSS Early data detected: EARLY, start was START.

Explanation: HESRDLOG/HESHRDL has found data in LOGREC/LOGSTREAM that predates the starting timestamp.

- *MMDDHHMMSS* is the timestamp for the message.
- *EARLY* is the data detected
- *START* is the data's timestamp.

HES80154I MMDDHHMMSS Quantum END on DDNAME , COUNT Records.

Explanation: HESRDLOG/HESHWDL has written COUNT records and will attempt to send that before reading more.

- *MMDDHHMMSS* is the timestamp for the message.
- *DDNAME* is the file name.
- *COUNT* is the number of records.

HES80155I MMDDHHMMSS Non Y2K date found in LOGREC data, adjusting.

Explanation: HESRDLOG/HESHWDL has found a date field in LOGREC/LOGSTREAM that was not stored in a Y2K compatible format; it has been corrected.

- *MMDDHHMMSS* is the timestamp for the message.

HES80156I MMDDHHMMSS Operating in incremental mode.

Explanation: HESRDLOG/HESHWDL is operating in incremental mode - it will save its state in an auxiliary file for better performance.

- *MMDDHHMMSS* is the timestamp for the message.

HES80157I MMDDHHMMSS Data loss detected: START to END.

Explanation: HESRDLOG/HESHWDL has detected that the LOGREC/LOGSTREAM has changed since its last run and some data has been lost - possibly because Logrec has been cleared by EREP.

- *MMDDHHMMSS* is the timestamp for the message.
- *START* is the start of the change.
- *END* is the end of the change.

HES80158I MMDDHHMMSS No new data found.

Explanation: This information is displayed if the 'VERBOSE' command is used. HESRDLOG/HESHWDL has detected no new data in LOGREC/LOGSTREAM.

- *MMDDHHMMSS* is the timestamp for the message.

HES80159I MMDDHHMMSS TTRz data: TTR1, TTR2, TTR3.

Explanation: This information is displayed if the 'VERBOSE' command is used.

- *MMDDHHMMSS* is the timestamp for the message.
- *TTR1* , *TTR2* , *TTR3* are the TTR values of the last read operation; values are start (*TTR1*), last written (*TTR2*) and last read (*TTR3*).

HES80160I MMDDHHMMSS Time data: TIME1, TIME2, TIME3.

Explanation: This information is displayed if the 'VERBOSE' command is used

- *MMDDHHMMSS* is the timestamp for the message.
- *TIME1* is the first logrec time.
- *TIME2* is the current logrec time.
- *TIME3* is the last logrec time.

HES80161I MMDDHHMMSS Scanning LOGSTREAM from: *TIMESTAMP*.

Explanation: This information is displayed if the 'DEBUG' command is used. This is the time parameters passed to IFBSEXIT indicating the desired timestamp to start reading from.

- *MMDDHHMMSS* is the timestamp for the message.
- *TIMESTAMP* is the desired timestamp.

HES80162I MMDDHHMMSS Start ttrz > End ttrz.

Explanation: HESRDLOG/HESHWRDL detected that the Logrec data set has been cleared, or has wrapped. This message provides more information for the HES80157I message.

- *MMDDHHMMSS* is the timestamp for the message.

HES80163I MMDDHHMMSS Time mismatch on last record read.

Explanation: HESRDLOG/HESHWRDL detected that the Logrec data set has been cleared or has wrapped. This message is provided to provide more information for the HES80157I message.

- *MMDDHHMMSS* is the timestamp for the message.

HES80164I MMDDHHMMSS Checking remote HMC availability.

Explanation: HESRDLOG/HESHWRDL is checking to make sure it can communicate with the remote HMC.

- *MMDDHHMMSS* is the timestamp for the message.

HES80165I MMDDHHMMSS Starting readlog loop.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.

HES80166I MMDDHHMMSS Sending extant data.

Explanation: HESRDLOG/HESHWRDL has found data from a previous run, it will be sent to the remote HMC.

- *MMDDHHMMSS* is the timestamp for the message.

HES80167I MMDDHHMMSS Sending file with *COUNT* records.

Explanation: HESRDLOG/HESHWRDL is attempting to send records to the HMC,

- *MMDDHHMMSS* is the timestamp for the message.
- *COUNT* is the number of records to be sent.

HES80168E MMDDHHMMSS Send check failed, not able to send data.

Explanation: HESRDLOG/HESHWRDL is unable to send data to the HMC.

- *MMDDHHMMSS* is the timestamp for the message.

User Response:

- If sending to an HMC (via FTP): Make sure FTP is available and that you've correctly specified the IP address and password. Also make sure the HMC is an operational state.

System Action: The job is terminated.

HES80169I MMDDHHMMSS Rename failed, will retry later.

Explanation: HESHRDL is unable to rename HESTEMP file to EREPDATA.

- *MMDDHHMMSS* is the timestamp for the message.

User Response: Verify that Service Agent Event Manager is operational.

System Action: Service Agent Event Manager will request that the Scanner process the EREPDATA file. HESHRDL will subsequently retry the rename.

HES80170I MMDDHHMMSS FTP failed: command=COMMAND, reason=REASON.

Explanation: HESRDLOG/HESHRDL is unable to send data to the HMC via FTP.

- *MMDDHHMMSS* is the timestamp for the message.
- *COMMAND* is the command that failed.
- *REASON* is the reason.

User Response: Make sure FTP is available and that you've correctly specified the IP address and password. Also make sure the HMC is in an operational state.

HES80171I MMDDHHMMSS FTP failed: No error information found.

Explanation: HESRDLOG/HESHRDL is unable to send data to the HMC via FTP. The specific failure could not be determined. There was a problem opening or reading the FTP output file.

- *MMDDHHMMSS* is the timestamp for the message.

User Response: Make sure FTP is available and that you've correctly specified the IP address and password. Also make sure the HMC is in an operational state.

HES80175W MMDDHHMMSS Sending stopped due to excessive COUNT failures.

Explanation: HESRDLOG/HESHRDL is unable to send data to the HMC and will not try again for a while.

- *MMDDHHMMSS* is the timestamp for the message.
- *COUNT* is the number of failures.

User Response: Verify that the IP address and password for HMC are correct and that the HMC is operational.

HES80176I MMDDHHMMSS Send succeeded after COUNT failures.

Explanation: HESRDLOG/HESHRDL was able to send data to the HMC after a number of failures.

- *MMDDHHMMSS* is the timestamp for the message.
- *COUNT* is the number of failures.

User Response: Verify that the IP address and password for HMC are correct and that the HMC is operational.

HES80180I Hardware collection request will not be processed; no files found.

Explanation: No hardware collected files have been found in the Hardware shared directory.

System Action: Task HESSCAN will check for further command requests; if none are found, the task will terminate.

HES80199I MMDDHHMMSS Received an unknown/unexpected message number ID.

Explanation:

- *MMDDHHMMSS* is the timestamp for the message.
- *ID* is the id of the unknown error message.

HES80996E MMDDHHMMSS HESRDLOG/HESHRDL Disabled.

Explanation: HESRDLOG/HESHRDL is being run or was previously run with a DISABLE option. Any current or future HESRDLOG/HESHRDL jobs will not start until HESRDLOG/HESHRDL is enabled by running HESRDLOG/HESHRDL with the ENABLE option.

- *MMDDHHMMSS* is the timestamp for the message.

User Response: Run HESRDLOG/HESHRDL with the ENABLE option to allow job to restart.

System Action: Program will end at start of next Read cycle.

HES80997W MMDDHHMMSS EVENT Interval (MAX) exceeded (TIME).

Explanation: A error message that the program is done waiting for the event.

- *MMDDHHMMSS* is the timestamp for the message.
- *EVENT* is this event.
- *MAX* is interval in seconds which has been exceeded.
- *TIME* is interval in seconds actually used.

User Response: Correct the factors leading to the exceeded interval and restart the job. HESPRINT/SYSPRINT/JESMSGGLG will have earlier messages that identify the problem.

System Action: The job is terminated.

HES80998W MMDDHHMMSS EVENT Interval (MAX) exceeded.

Explanation: A warning that the program is done waiting for the event.

- *MMDDHHMMSS* is the timestamp for the message.
- *EVENT* is this event.
- *MAX* is interval in seconds which has been exceeded.

HES80999I MMDDHHMMSS HESRDLOG/HESHRDL DATE TIME VERSION PTF/APAR.

Explanation: HESRDLOG/HESHRDL has been started.

- *MMDDHHMMSS* is the timestamp for the message.
- *DATE* is the date the program started.
- *TIME* is the time the program started.
- *VERSION* is the version of the program started.
- *PTF/APAR* is the ptf/apar of the program started.

User Response: Note and transmit this information to IBM if requested.

10.0 Service Agent Messaging

HES99999S MSG

Explanation: MSG is a Message Processing error. This severe error appears whenever a failure has occurred while outputting a message.

User Response: Search problem reporting data bases for a fix for the problem. If no fix exists, contact the IBM Support Center. Provide the SYSOUT output for the job.

System Action: The system action will depend on the severity of the failed message. If the failed message was deemed "Error" or "Severe" Service Agent or one of its modules may fail.

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Definition of Terms

You need to be familiar with the following terms that are used in this manual:

Collection Frequency. Elapsed time and collection frequencies for various data types are as follows:

- Hardware - as needed
- Software - daily
- HIPER/PE data - as specified
- I/O error data - read every five minutes and sent when a critical error is detected

Configuration Inventory. A file structure where customization parameters (input using Service Agent Dialog) are stored.

Customer Inventory. A file structure where customer's collected and delta data are stored

CSI. Consolidated Software Inventory. The SMP/E data set that contains information about the structure of a user's system as well as information needed to install the operating system on a user's system.

Data Type. Type of data to be collected and/or transmitted (for example, Software, Hardware, Enrollment, Hiper, I/O error data) to IBM.

Debug Mode. Debug Mode is turned on in order to get a trace of the collect/transmit transactions. SYSPRINT messages will be collected to allow for in-depth investigation if needed.

Dialog. Service Agent dialog can be used to perform the following functions:

- Configuring Service Agent, including initial startup.
- Operational control of the Service Agent tasks.
- Monitoring Service Agent tasks.

The Service Agent dialog performs edit checking on selective input fields. It ensures that all required fields are complete. If, for whatever reason, you have made a mistake during input, an error message will appear. While the error message is present, you can press the Shift key plus the PF1 function key to obtain additional information about the meaning of the message.

Direct Connection. Customers who select direct connection as a communication mode are able to securely send data from their host to IBM through the internet without dependence on the HMC connection. This communication is fully IBM IES compliant.

Enrollment. The type of transaction used to transmit system and user information to IBM for registration. Also used to send web user id authorization requests. IBM assigns unique machine id and a renewable access code.

Event Manager. The Event Manager is responsible for the following Service Agent activities:

- The scheduling of data collection and/or data transmission, as determined by the values you supply during Service Agent configuration.
- When the scheduled times for collection, transmission and validation arrive or when a Force command (see below) is issued from the Service Agent Dialog, pass the requests to the Scanner so it can perform the required activities.

Export/Import Function. Enables customers to clone or customize their Sysplex deployment of Service Agent program and/or backup their existing Service Agent configuration data.

Focal Point Hardware Management Console. The Hardware Management Console (HMC) that you optionally designate to use FTP to transmit the data generated by Service Agent. It is recommended, but not required, that this console also be the Hardware Management Console.

Force Command. A command used to force a one time collection and/or transmission of data to IBM.

FTP - File Transfer Protocol. FTP is the process whereby collected data is transmitted from the S/390 host to the focal point Hardware Management Console.

FTP password. Your FTP password is modifiable at your discretion. Service Agent uses this password when it logs onto the focal point Hardware Management Console to FTP collected information.

Note: Do not change the value of this password using the Service Agent Dialog without verifying that the new value matches the value set for the Service Agent application on the focal point Hardware Management Console.

FTP user ID. Your FTP user ID is "esa390". This userid is fixed and cannot be modified. It is used by Service Agent to logon to the focal point Hardware Management Console during the FTP operation.

Hardware. Hardware data can be setup to collect hardware i/o errors data using one of the following programs/tasks:

- HESRDLOG - collects and sends data to HMC on regular interval. Does not support direct connection to IBM over Internet.
- HESHRDL - is responsible only for collecting data. It notifies two other Service Agent tasks, HESVMI and HESSCAN, which are then responsible for formatting and sending data through File Transfer Protocol (see above) or Direct Connection (see above). HESHRDL requires the installation of APAR PK15210.

Help Inventory. A file structure which contains help text for the dialog displays.

IBM Service Agent Server (SAS). The Service Agent Server (SAS) is located at the IBM company. Your collected data is stored and analyzed there by IBM

PTF. Program Temporary Fix. A temporary solution or bypass to a problem that may affect all users and that was diagnosed as the result of a defect in a current unaltered release of the program. In the absence of a new release of a system or component that incorporates the correction, the fix is not temporary but is the permanent and official correction.

RETAIN. A database, accessible through Information/Access, that contains information about APARs and PTFs. The customer version of this database is called the Customer Service Support Facility (CSSF).

Scanner. The Service Agent Service Delivery Module coordinates all activities pertaining to the collection and transmission of data types under its control.

TCP/IP address. Transmission Control Protocol/Internet Protocol address is the IP address of the focal point Hardware Management Console.

Work Element. Unit of Work is identified by a unique Package ID (PID) assigned by the Scanner. A unit of work normally represents a unit of an instance of a data type. There are 6 package types. They are:

- Software (with Service levels PTFs)
- Hardware
- Enroll
- Verify
- Hiper

Work Inventory. A file structure where work elements are temporarily stored during processing.

XML. Extensible Markup Language. A language used for data transfer. Format of data transfer is governed by dtd (data definition).

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