CA Chorus™ Software Manager

Troubleshooting Guide
Version 06.0.00, Fourth Edition
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CA Technologies Product References

This document references the following CA Technologies products:

- CA Chorus™ Software Manager (CA CSM)
- CA Datacom®/DB
- CA Datacom/MSM
- CA Distributed Security Integration for z/OS (CA DSI Server)
- CA PDSMAN® PDS Library Management (PDSMAN)
- CA Top Secret® for z/OS

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Documentation Changes

4th Edition (March 2015)

The following documentation updates have been made after the last release of this documentation:

- **Login Fails** (see page 21): added the new topic

3rd Edition (February 2015)

The following documentation updates have been made after the last release of this documentation:

- **Product or Maintenance Installation Fails with GIM44004S ** SYSTEM ABEND B37 / D37 / E37** (see page 24): added the new topic

2nd Edition (October 2014)

The following documentation updates have been made after the last release of this documentation:

- **CA CSM Application Server Fails at Startup when HTTPS is Activated** (see page 11): added the new topic
- **CA CSM Application Server Fails at Startup with Insufficient Privileges for BPX.SERVER** (see page 12): added the new topic
- **Delete Task Button Disabled on the Tasks Tab** (see page 17): updated the Solution part
- **Dynamic Allocation Error for Temporary and RELFILE Data Sets** (see page 18): updated the Solution part
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Chapter 1: Troubleshooting

This guide provides Frequently Asked Questions and troubleshooting information to help you identify and resolve issues that you may encounter when using CA CSM. The guide does not include CA CSM error messages.

Note: For a complete list of CA CSM messages, see the Message Reference Guide.

Accept or Restore Maintenance in SMP/E Fails

Symptom:
When I try to accept or restore maintenance in an SMP/E environment, the task fails, and the SPMOUT output reports error messages.

■ For accepting maintenance, the error messages can be:
  
  GIM51702S ** THE ACCEPT COMMAND WAS NOT PROCESSED BECAUSE NO RELATED ZONE WAS SPECIFIED IN THE ZONE DEFINITION ENTRY.
  
  GIM50801S ** ZONE zone_name WAS NOT USED BECAUSE IT IS NOT DEFINED BY A ZONEINDEX SUBENTRY IN THE GLOBAL ZONE.

■ For restoring maintenance, the error messages can be:
  
  GIM51702S ** THE RESTORE COMMAND WAS NOT PROCESSED BECAUSE NO RELATED ZONE WAS SPECIFIED IN THE ZONE DEFINITION ENTRY.
  
  GIM50801S ** ZONE zone_name WAS NOT USED BECAUSE IT IS NOT DEFINED BY A ZONEINDEX SUBENTRY IN THE GLOBAL ZONE.

Reason:
Depending on the action you are performing, the reason is one of the following:

■ If you accept maintenance, the SMP/E environment is missing the target zone that is related to the affected distribution zone, or the related target zone does not exist.

■ If you restore maintenance, the SMP/E environment is missing the distribution zone that is related to the affected target zone, or the related distribution zone does not exist.
Solution:

- Submit a batch job with a step similar to the following example to either add the missing target zone that is related to the affected distribution zone, or define the existing target zone:

```latex
SET BOUNDARY(distribution_zone_name) .
UCLIN .
ADD DLIBZONE(distribution_zone_name) RELATED(target_zone_name) .
ENDUCL .
```

- Submit a batch job with a step similar to the following example to either add the missing distribution zone that is related to the affected target zone, or define the existing distribution zone:

```latex
SET BOUNDARY(target_zone_name) .
UCLIN .
ADD TARGETZONE(target_zone_name) RELATED(distribution_zone_name) .
ENDUCL .
```

**CA CSM Address Space Functions Incorrectly**

**Symptom:**

The SCS address space does not function correctly, and I see messages similar to the following sample in the log:

```latex
MSMC0501E SQL PREPARE VERSIONSTMT for task MSMCJTSK failed, SQLCODE=-124, SQLSTATE=51002, RETCODE=, IRETCODE=X'0000'
MSMC0503E SQL error message: PLAN CASWMT.MSMCFSQL_050_001 DOES NOT EXIST
MSMC0501E SQL ROLLBACK for task MSMCJTSK failed, SQLCODE=-124, SQLSTATE=51002, RETCODE=, IRETCODE=X'0000'
MSMC0503E SQL error message: PLAN CASWMT.MSMCFSQL_050_001 DOES NOT EXIST
MSMC0501E SQL PREPARE_DEPUNIT for task MSMCIENG failed, SQLCODE=-124, SQLSTATE=51002, RETCODE=, IRETCODE=X'0000'
MSMC0501E SQL ROLLBACK for task MSMCIENG failed, SQLCODE=-124, SQLSTATE=51002, RETCODE=, IRETCODE=X'0000'
```

Additionally, you can see the messages similar to these messages:

```latex
MSMC0401E EVTINIT for task MSMCIES0 failed, RETCODE=X'00000020'
MSMC0401E EVTINIT for task MSMCIENG failed, RETCODE=X'00000020'
MSMC0401E EVTINIT for task MSMCCEVH failed, RETCODE=X'00000020'
```
Reason:
The SQL plans in the CA Datacom/MSM database are not up-to-date.

Solution:
Update and synchronize the SQL plans in the CA Datacom/MSM database.

Note: For more information about updating SQL plans, see the Administration Guide.

CA CSM Application Server Error in MSMLOG File

Symptom:
I see the following error message in the CA CSM application server MSMLOG file:

WARNING: Error reading /dev/urandom
Throwable occurred: java.io.FileNotFoundException: /dev/urandom (EDC5157I An internal error has occurred.)
   at java.io.FileInputStream.<init>(FileInputStream.java:112)

Reason:
This message only appears when both of the following conditions are met:
- You have installed PTF RO21996 on CA CSM r2.0 (FMID CEG1200).
- The IBM Integrated Cryptographic Service Facility (ICSF) has not been started on the z/OS system where the CA CSM application server session is running.

Solution:
The appearance of this message in no way affects the performance of CA CSM, and CA CSM will continue to function. If you want to verify that dev/urandom is running and is compatible with CA CSM, use the following command:

$ cat </dev/urandom | head -c12 | od -X

The command has to return random data without any error. For example:

```
0000000000 60621BCF 8AAD1F12 8944D619
0000000014
```
If the device is not working, a warning message appears. For example:

FSUM7343 cannot open "/dev/urandom" for input: EDC5157I An internal error has occurred.

If you see this error message, reconfigure your /dev/random device in order that the command can successfully read from this device.

**Note:** For more information about the /dev/random device, see the IBM z/OS V1R10.0 UNIX System Services Planning (GA22-7800-14).

---

**CA CSM Application Server Error on Startup in MSMLOG File**

**Symptom:**

CA CSM application server fails during startup, and I see the following error message in the MSMLOG file:

SEVERE: StandardServer.await: create[22150]:
Throwable occurred: java.net.BindException: EDC8116I Address not available.
   at java.net.PlainSocketImpl.socketBind(Native Method)
   at java.net.PlainSocketImpl.bind(PlainSocketImpl.java:384)
   at java.net.ServerSocket.bind(ServerSocket.java:331)

**Reason:**

The localhost Domain Name System (DNS) entry was not defined in your local DNS.

**Solution:**

Your network administrator must define a DNS entry for localhost.
CA CSM Application Server Fails at Startup when HTTPS is Activated

Symptom:
I cannot start up the CA CSM application server. I see the following message in the MSMLOG file:

SEVERE: Error initializing endpoint
Throwerable occurred: java.io.IOException: TLS SSLContext not available
at org.apache.tomcat.util.net.jsse.JSSESocketFactory.init (JSSESocketFactory.java:465)
at org.apache.tomcat.util.net.jsse.JSSESocketFactory.createSocket (JSSESocketFactory.java:130)
at org.apache.tomcat.util.net.JIoEndpoint.init (JIoEndpoint.java:538)
at org.apache.catalina.connector.Connector.initialize (Connector.java:1014)
at org.apache.catalina.core.StandardService.initialize (StandardService.java:680)
at org.apache.catalina.core.StandardServer.initialize (StandardServer.java:795)
at org.apache.catalina.startup.Catalina.load (Catalina.java:524)
at sun.reflect.NativeMethodAccessorImpl.invoke0 (Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke (NativeMethodAccessorImpl.java:60)
at sun.reflect.DelegatingMethodAccessorImpl.invoke (DelegatingMethodAccessorImpl.java:37)
at java.lang.reflect.Method.invoke (Method.java:611)
at org.apache.catalina.startup.Bootstrap.load (Bootstrap.java:261)
at org.apache.catalina.startup.Bootstrap.main (Bootstrap.java:413)

Reason:
The security provider com.ibm.jsse2.IBMJSSEProvider2 is not defined in the java.security file.

Solution:
- If you can edit the java.security file, add the following line to the file, and start the CA CSM application server.

  security.provider.1=com.ibm.jsse2.IBMJSSEProvider2
If you cannot edit the java.security file, follow these steps:

1. Create a copy of the java.security file. The original file is located at $JAVA_HOME/lib/security/.
2. In the newly created file, add the following line to the list of security providers:
   ```
   security.provider.1=com.ibm.jsse2.IBMJSSEProvider2
   
   For example:
   security.provider.1=com.ibm.jsse2.IBMJSSEProvider2
   security.provider.2=com.ibm.crypto.provider.IBMJCE
   ...
   security.provider.9=com.ibm.security.jgss.mech.spnego.IBMSPNEGO
   
   3. Save the file, for example:
   ```
   tomcat/java.security
   ```
   
   4. In the RunTimeMVSHLQPcrest.SAMPLIB(MSMLIB) member, locate the following line:
   ```
   IJO="$IJO -Xquickstart"
   
   5. Add the following statement after the located line, and save the changes:
   ```
   IJO="$IJO -Djava.security.properties=${C_HOME}/java.security"
   ```
   Important! Do not change the double equal sign (==) in the statement.
   
   6. Recycle the CA CSM application server.

CA CSM Application Server Fails at Startup with Insufficient Privileges for BPX.SERVER

**Symptom:**
I cannot start up the CA CSM application server. I see the following messages in the log:

```
MMS0001E - Insufficient privileges: server requires FACILITY:BPX.SERVER(READ).
13.54.54 JOB47638  BPXP015I HFS PROGRAM /bin/sh IS NOT MARKED PROGRAM CONTROLLED.
13.54.54 JOB47638  BPXP014I ENVIRONMENT MUST BE CONTROLLED FOR SERVER (BPX.SERVER) PROCESSING.
```

**Reason:**
The check for privileges that are needed for the CA CSM application server to run has failed.
Solution:

1. Verify whether a sticky bit is on for /bin/sh:
   ls -l /bin/sh
   If the sticky bit is on, you get the result similar to the following output, where the letter t represents the sticky bit:
   -rwxr-xr-t --s- 2 USER01 GROUP 1712128 May 2 2014 /bin/sh
   If t is missing, set the sticky bit for /bin/sh:
   chmod +t /bin/sh

2. If /bin/sh is executed from a file system that is mounted with the NOSETUID attribute (that is, considered untrusted), remount the file system with the SETUID attribute.

CA CSM Application Server Timeout

Symptom:

When I select to display a list of maintenance packages, the following message appears:

Reading maintenance packages from Software Catalog

Then, the following error message is displayed:

The call failed on the server; see server log for details

I can see the following messages in the MSMTC job log:

SEVERE: Exception while dispatching incoming RPC call
Throwable occurred: java.net.SocketTimeoutException: Read timed out
at java.net.SocketInputStream.read(SocketInputStream.java:140)

This issue only appears when I work in CA CSM in Microsoft Internet Explorer.

Reason:

CA CSM fails to display a large amount of data.

Solution:

Take the following steps, as necessary:

1. Verify the number of table rows to display. This number is defined in the Table Rows field on the User Settings, User Preferences page, under the Settings tab. If the number of rows is 250, set it to a lower value, for example, 50 or 100.
2. If for any reason you need to keep the number of table rows set to 250, update the CA CSM application server timeout parameter.

In the server.xml file that is located in the tomcat/conf directory, find the following line:

```
connectionTimeout="20000"
```

This parameter defines how long (in milliseconds) the TCP/IP stack waits for incoming packets. Set this parameter to a greater value (for example, 180000). Then, restart the CA CSM application server for the changes to take effect.

**Note:** The server.xml file is stored in ASCII. For more information about editing files stored in ASCII, see the *Administration Guide*.

## CA CSM Fails to Start with SAF Security Enabled

**Symptom:**

CA CSM fails with SAF security enabled. SafError with RC=13 or RC=15 is displayed in the job log. The log displays error messages similar to the following example:

```
FATAL (main) 2012-06-13 14:12:37,056 (SafManagerImpl.java:434):SafManager–initialize DSI():Return code from DDSI_java_open is higher than zero.RC=13
FATAL (main) 2012-06-13 14:12:37,067 (SystemManager.java:491): com.ca.mf20.zos.services.saf.errors.SafError: null
```

**Additional Diagnostic Data:**

Error during DSI java open. RC=13
Path to 'dsi.conf': /u/users/msmr51/msmruntime/dsi/dsi.conf
BEGINNING OF 'dsi.conf':
This is the DSI Server component configuration file
host localhost
port 22130
TLSSKeyringFile /u/users/msmdev/dsi/cert/CA_SelfSigned_Server.kdb
TLSSKeyringStash /u/users/msmdev/dsi/cert/CA_SelfSigned_Server.sth
TLSSKeyLabel "Cert for SelfSigned Server"
TLSSVerifyClient ON
END OF 'dsi.conf'
DSI parameters from table USERCONFIG in database:
Required parameters are marked with (*):

<table>
<thead>
<tr>
<th>KEY</th>
<th>DEFAULT VALUE</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>*dsiPort</td>
<td>22130</td>
<td>22130</td>
</tr>
<tr>
<td>*dsiHost</td>
<td>localhost</td>
<td>localhost</td>
</tr>
<tr>
<td>*dsiConf</td>
<td>N/A</td>
<td>/u/users/msmr51/msmruntime/dsi/dsi.conf</td>
</tr>
<tr>
<td>&gt;dsiKdb</td>
<td>N/A</td>
<td>Uninitialized</td>
</tr>
<tr>
<td>&gt;dsiSth</td>
<td>N/A</td>
<td>Uninitialized</td>
</tr>
<tr>
<td>&gt;dsiLabel</td>
<td>N/A</td>
<td>Uninitialized</td>
</tr>
<tr>
<td>&gt;dsiVerPeer</td>
<td>N/A</td>
<td>false</td>
</tr>
</tbody>
</table>

Solution:

Take the following steps as necessary:

- Verify whether the localhost entry is defined in your DNS. Issue the following USS command:

  `ping localhost`

  If the command returns the error message (EZZ3111I Unknown host 'localhost'), the localhost entry is not defined. In this case, perform one of the following actions:
  - Ask your network administrator to define the localhost entry in your DNS.
  - In the USERCONFIG database table and in dsi.conf, set the dsiHost entry to 127.0.0.1.

  **Note:** For more information about setting the dsiHost entry, see the Administration Guide.

- Verify whether the host and the port parameters in the dsi.conf file are the same as dsiHost and dsiPort parameters in the USERCONFIG database table. If the host/dsiHost and port/dsiPort parameters differ, update either the dsi.conf file or the database entries. The content of the dsi.conf file, the CA DSI Server parameters in the USERCONFIG database table, and the path to the dsi.conf file are displayed in the error message.

  **Note:** For more information about updating the database entries, see the Administration Guide.

- Verify whether the CA DSI Server port (port/dsiPort) is free. Issue the following USS command:

  `onstat -P port_number`

  For example:

  `onstat -P 22130`

  If the command returns an empty table, the port is free.
CA CSM Fails with Exception

- Verify whether the CA DSI Server port is reserved for CA CSM. Issue the following USS command:

  onetstat -o

  The command displays the list of reserved ports. If the CA DSI Server port is not listed, we recommend that you reserve the CA DSI Server port.

  **Note:** For more information about port reservation, see the *Site Preparation Guide*.

## CA CSM Fails with Exception

**Symptom:**
CA CSM fails with an exception, for example:

- **MSM0008E** - System startup failed - please see error output for further information.
- **Fatal error that has stopped the startup was:**
  - or g.apache.tomcat.dbcp.dbcp.SQLNestedException: Cannot create PoolableConnectionFactory (IO error sending or receiving native data:
  - ca.datacom.db.DBIOException: CCICONV FAILURE:  No receiver online in Session(connect)).

- **MSM0010E** - CA CSM startup failed.

- **FATAL (main) 2011-01-12 15:05:15,098 (SystemManager.java:333): java.lang.Error:**
  - org.apache.tomcat.dbcp.dbcp.SQLNestedException: Cannot create PoolableConnectionFactory (IO error sending or receiving native data:
  - ca.datacom.db.DBIOException: CCICONV FAILURE:  No receiver online in Session(connect))

**Reason:**
The ServerName for the CA Datacom/MSM server or ApplicationID in both the CUSMAC(SRVLIB) member and the context.xml file do not match.

**Solution:**
Change the ServerName or the ApplicationID in either context.xml or CUSMAC(SRVLIB) so that they match.

**Note:** For more information about editing values in the context.xml file, see the *Administration Guide*. 
Delete Task Button Disabled on the Tasks Tab

**Symptom:**
I cannot delete a task from the Tasks tab, and the Delete Task button is disabled.

**Reason:**
You do not have access to delete tasks.

**Solution:**
Check whether the security feature in CA CSM is enabled, and perform one of the following actions:
- If the security feature is *enabled*, verify that the following resource profiles are created:
  - **TM.TASK.@SELF.DELETE**
    Grants access to delete a user’s own tasks.
  - **TM.TASK.SYSTEM.DELETE**
    Grants access to delete any tasks.
  
  **Note:** For more information about resource profiles, see the *Administration Guide*.

- If the security feature is *disabled*, verify the task deletion option in the CA CSM options file. Verify that this option is set to **Y** to allow any user to delete any competed task:
  
  systemTaskDeleteOverrideEnabled=Y

  When the option is set to **N**, users cannot delete completed tasks.

  To set the option to **Y**, update the systemTaskDeleteOverrideEnabled setting in the `RunTimeMVSHLQPrefix.SAMPLIB(DBINIT)` member.

  **Note:** For more information about updating settings in the `RunTimeMVSHLQPrefix.SAMPLIB(DBINIT)`, see the *Administration Guide*.

Deployment SMPOUT Reports GIMUNZIP Message

**Symptom:**
I get message GIM69158I in the SMPOUT report for my deployment task.

**Reason:**
The message is displayed when the user executing the deployment does not have UNIX SUPERUSER attributes or authorities that are assigned to them. GIMUNZIP behavior on the target system is affected by the presence of the SUPERUSER attribute.
Dynamic Allocation Errors for Temporary and RELFILE Data Sets

Symptom:
I get a dynamic allocation error for temporary and RELFILE data sets.

Reason:
The HLQ option was set to a value that you are not authorized to use.

Solution:
Change the HLQ option to a value that you are authorized to use:
1. Click the Settings tab, and click the Software Installation link under User Settings in the Settings section on the left side. The Software Installation page opens.
2. In the GIMUNZIP Temporary Prefix field, provide the HLQ that you are authorized to use.
3. Click Apply.
   The changes are saved.
   The new HLQ value is applied to your user account. The value overrides the HLQ value that is set globally under System Settings, if any.

Dynamic Allocation for the MACLIB Library Fails During Software Installation

Symptom:
When creating an SMP/E environment during product installation, I see the following error in the message log:

Dynamic allocation of input data set member SYS1.MACLIB(GIMZPOOL) failed. DD: ZP3 RC: 4 Error code: 0x1708 Info code: 0x2.
Reason:
CA CSM cannot locate the default MACLIB library, SYS1.MACLIB. For example, the library was renamed.

Solution:
Define a new Java runtime option maclib.dsn variable in the SAMPLIB(MSMLIB) member. Verify that the new data set name does not exceed 38 characters.

Example:
$IJO="$IJO -Dmaclib.dsn=CUSTOM.MACLIB"

False Product Update Succeeded Status

Symptom:
CA CSM completes a product update with a Succeeded status, but the software catalog has not been updated.

Note: This issue does not occur when HTTPS downloads are active.

Reason:
Pax and ESD product files are occasionally unavailable for immediate download. When this situation occurs, CA CSM initiates a Request Product PrePackage process. This process makes these files available on the web page and sends an email to you when that process is completed. Because of internal changes on the CA Support Online website, CA CSM no longer initiates a Request Product PrePackage process unless you have installed CA CSM Build 442, PTF 5EGP442 or later.

Solution:
Ensure that you have installed CA CSM Build 442, PTF 5EGP442 or later.

GIM54701S ** ALLOCATION FAILED FOR SMPJHOME

Symptom:
When applying a maintenance package, I see the following SMP/E error message:

GIM54701S ** ALLOCATION FAILED FOR SMPJHOME - IKJ56228I PATH /sys/java31bt/v6r0m0/usr/lpp/java/J6.0 NOT IN CATALOG OR CATALOG CAN NOT BE ACCESSED.

Note: Your Java home path may be different from the Java home path in the previous message as CA CSM does not specify a mandatory path.
I/O Errors in SMP/E Generated Data Sets

Reason:
The SMPJHOME DDDEF is not set correctly in the SMP/E environment where you applied a maintenance package.

Solution:
Change the SMPJHOME DDDEF in the SMP/E environment.

■ If the SMPJHOME DDDEF is not set correctly in the CA CSM SMP/E environment, use the UCLIN statement to correct the SMPJHOME DDDEF in the CA CSM SMP/E environment.

■ If the SMPJHOME DDDEF is not set correctly in another SMP/E environment, use the UCLIN statement to correct the SMPJHOME DDDEF in all zones in the SMP/E environment.

Note: For more information about reassigning the Java home directory, see the Administration Guide.

I/O Errors in SMP/E Generated Data Sets

Symptom:
When I try to install a product or manage a maintenance package, the task is missing one or more steps with task output. These steps can be of the following types: SMPLIST, SMPPRINT, SYSPRINT, or SYSTERM. I see the following error message in the MSMTC job log:

Errno2: -1070137335, ErrorCode: 0, FeedbackFdbk: 0, FeedbackFtncd: 0, FeedbackRc: 0, LastOp: 3, ErrnoMsg: EDC5066I A read system error was detected.

Reason:
CA CSM failed to read one of temporary data sets with task output that it created, and interrupted further reading.

Solution:
Follow these steps:

1. Include the following parameter in the SAMPLIB(MSMLIB) data set member:
   IJO="$IJO -DWriteEmptyRecordMVS=true"

2. Restart the CA CSM application server.
Login Fails

Symptom:

When I try to log in to CA CSM, one of the following situations happens:

- The Please wait progress bar is displayed and never disappears. The messages similar to the following appear in the MSMTC joblog:

  TSS7101E Password is Incorrect
  *01 TSS7150A SPECIFY PASSWORD FOR facility_name= ACID=user_ID

- The following message appears on the login screen:

  MML0005E - The user's access has been revoked. Reason code: 0x90C1C00.

The following messages appear in the MSMTC joblog:

  TSS7100E 006 J=started_task_name A=user_ID T=N/A F=facility_name - Facility Not Authorized
  TSS7160E Facility facility_name Not Authorized for Your Use

CA Top Secret for z/OS is installed on my site.

Reason:

The MASTFAC keyword is not defined for the user ID that is assigned to the MSMTC started task.

In addition, the FACILITY keyword may not be defined for the user who logs in to CA CSM.

Solution:

Set up started task security under CA Top Secret for z/OS.

Note: For more information, see "Set Up Started Task Security" in the Site Preparation Guide.

Microsoft Internet Explorer 8 Running Slowly

Symptom:

When I perform a resource-consuming task, such as applying many maintenance packages at once, I get the following error message:

Stop running this script?
A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive.
Do you want to abort the script?

This issue only occurs when I work in CA CSM in Microsoft Internet Explorer 8.
Reason:

The script is trying to transfer and process a large amount of data.

Solution:

We recommend that you use Mozilla Firefox.

If you do not use Mozilla Firefox, perform one of the following actions:

■ Click No until the message stops appearing. Depending on the amount of data being processed, this message may appear multiple times.
■ Follow the instructions in Microsoft Knowledge Base article 175500.
■ Upgrade Microsoft Internet Explorer.

Note: For more information about supported versions of Microsoft Internet Explorer, see the Site Preparation Guide.

MSMTC Fails with RC=100

Symptom:

The MSMTC job fails with RC=100 (MAXCC=100) after the job is started.

For example:

04.30.18 JOB00480 $HASP165 MSMTC ENDED AT SYSSERV1 MAXCC=100 CN(INTERNAL)

The STDMSG output contains the following message:

JVMJZBL2007E Stack trace follows:
java.lang.NoClassDefFoundError: org.apache.catalina.startup.Bootstrap

Note: The STDMSG output may not be a part of MSMTC JOBLOG. The following statement in RunTimeMVSHLQPrefix.JCL(MSMTCSRV) manages it:

// ARGS='start 1>stdout 2>stderr',  -- Args to Java class
If ARGS=", STDMSG is created.
**Reason:**
The first step of the MSMTC job is to start the CA CSM application server that is located in RunTimeUSSPath/tomcat.

When RunTimeUSSPath is empty, this step fails with RC=100. A possible reason for RunTimeUSSPath being empty is that the file system belonging to this folder is not mounted.

**Solution:**
- Mount the file system to RunTimeUSSPath and verify that other file systems are properly mounted.
- Contact CA Support.

**Note:** For more information about USS path setup, see the *Installation Guide*.

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**No Ticket Error Message When Accessing CA CSM**

**Symptom:**
When I try to access CA CSM using a web browser, I get multiple error messages including the No Ticket error message. The access attempt fails.

**Reason:**
Cookies are not allowed in your web browser.

**Solution:**
Allow cookies in your web browser.

If your site standards restrict using cookies, add the CA CSM access URL to trusted sites.

**Note:** For more information about how to allow cookies and how to add a URL to trusted sites, see user documentation for your web browser.

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**Product Installation in an Existing SMP/E Environment Fails**

**Symptom:**
When I install a product in an existing SMP/E environment where HOLDDATA is received, the product installation may fail in case the HOLDDATA needs to be bypassed during this product installation.
Reason:
The base installation wizard does not support HOLDDATA processing.

Solution:
Install the product outside of CA CSM.

Product or Maintenance Installation Fails with GIM44004S ** SYSTEM ABEND B37 / D37 / E37

Symptom:
When I install a product or a maintenance package, the installation fails. I see messages similar to the following sample in the log:

GIM44004S ** SYSTEM ABEND B37 OCCURRED WITH A REASON CODE OF '00000004'X AFTER SMP/E CALLED THE IEUL UTILITY. THE SYSPRINT LIBRARY RAN OUT OF SPACE THE LIBRARY IS NOT ELIGIBLE FOR RETRY BECAUSE IT IS NOT THE LIBRARY BEING UPDATED BY SMP/E.

Reason:
The default allocation parameters of the SYSPRINT data set (30 cylinders for the primary and secondary size) are not sufficient.

Solution:
Increase the allocation parameters of the SYSPRINT data set.

1. In the RunTimeMVSHLQPrefix.SAMPLIB(MSMLIB) member, locate the following line:
   IBM_JAVA_OPTIONS="$IJO 

2. Add the following statement anywhere in between the first IJO statement and the located line, set the parameter to the number of cylinders sufficient for the installation. Then, save the changes:
   IJO="$IJO -DCSM_SIS.SYSPRINT.DEFAULT.CYLINDERS=number_of_cylinders",

   Example:
   IJO="$IJO -DCSM_SIS.SYSPRINT.DEFAULT.CYLINDERS=35",
   ...
   IBM_JAVA_OPTIONS="$IJO 

3. Restart the CA CSM application server.
4. Restart and complete the failed installation.
Once you increase the allocation parameters, CA CSM will use the new increased values for all subsequent installations.

If you want to increase the parameters for the failed installation only and then go back to the default values, delete the parameter from the SAMPLIB(MSMLIB) data set member after the installation succeeds. Then, restart the CA CSM application server. The allocation parameters are set to their defaults (30 cylinders).

**Product List Update Fails**

**Symptom:**
When I update the product list, I receive a message similar to the following sample:

IO Error was detected during PAS processing.
Additional Diagnostic Data:
IO Exception Error.(UnknownHostException) Error encountered while accessing the following URL:
https://supportservices.ca.com/support
supportservices.ca.com
Please review your http proxy settings and validate that your system has network connectivity to the above URL.

**Solution:**
Verify that the CA CSM application server is using the correct TCP/IP stack. If necessary, uncomment the SYSTCPD DD card in the CA CSM application server startup job (MSMTCSRV) or the application server started task.

//SYSTCPD DD DSN=VTAM.TCPIP.TCPIP.DATA,
//DISP=SHR

**SMP/E APPLY or ACCEPT Processing Fails**

**Symptom:**
SMP/E APPLY or ACCEPT processing fails due to a target or distribution library running out of free directory blocks.

**Reason:**
A product (for example, PDSMAN) was installed and configured in a way that PDS directory blocks occupy more space than by default. This particular PDS data set ran out of free directory blocks.
SMP/E Environment Does Not Appear on the Tree

Solution:

Change the PDS directory block increase percentage.

Follow these steps:

1. Shut down the MSMTC address space using the command:
   
   P MSMTC

2. In the STDENV startup script, specify the variable for msp.pds.dirblk.percentage in the data set that the STDENV DDNAME points to in the MSMTC STC procedure. Alternatively you can increase the value of the variable:
   
   $IJO="$IJO –Dmsm.pds.dirblk.percentage=25"

3. Start the MSMTC address space using the command:
   
   S MSMTC

4. Retry the task that failed.

SMP/E Environment Does Not Appear on the Tree

Symptom:

I cannot see an SMP/E environment on the tree on the left side of SMP/E environments on the SMP/E Environments tab. Other users can see this SMP/E environment on the tree.

Reason:

Your user ID does not have privileges to access the SMP/E environment.

Solution:

- Verify whether you have access to the HLQ of the SMP/E environment CSI data set.
- Access the SMP/E environment outside of CA CSM. Analyze a message that you receive from the security system that your site uses.
  
  For example, if you are using CA Top Secret for z/OS, you see the following message:

  TSS7221E Dataset Not Accessible

  Contact your security administrator to get access rights to the SMP/E environment.
Symptom:

Migration of an SMP/E environment fails on the SMP/E Environment Functions step of the wizard, and I receive one of the following messages:

- I see the following message on the SMP/E Environment Migration wizard:
  
  MMR0005S - An error occurred during dlopen(libGIMAPI03040026.so): CEE3501S The module libGIMAPI03040026.so was not found. MMI0084S - Initialization of CAGIMAPI address space failed.

- I see one of the following messages in the MSMTC job log:
  
  .1299171650. CGIMAPIExtractor_ForkStub: Exception occurred during Initialize() processing: mcCagimapiHandshake

  .1299171650. CGIMAPIExtractor_ForkStub: Exception text: Initialization of CAGIMAPI address space failed.

An exception has occurred during native_initialize(): MMI0101S - A serious error has occurred while initializing GIMAPI Extractor.

ERROR (http-17310-5) 2011-03-03 14:49:43,895 (DataExtractionDriver_Jni.java:305): Initialization of DataExtractionDriver_Jni has failed.

INFO (http-17310-5) 2011-03-03 14:49:43,896 (BufferedMessageReader.java:206): A new message was read and enqueued in the message log: MMR0005S - An error occurred during dlopen(libGIMAPI03040026.so): CEE3501S The module libGIMAPI03040026.so was not found. at ./CGIMAPIExtractionLibrary.C:51

INFO (http-17310-5) 2011-03-03 14:49:43,896 (BufferedMessageReader.java:206): A new message was read and enqueued in the message log: MMI0084S - Initialization of CAGIMAPI address space failed. At ./CGIMAPIExtractor_ForkStub.C:430

Reason:

CA CSM cannot load the shared object files (DLL), because the files do not have the required attributes. All of the files need the following attributes:

+p, +s, +r, +x

The libcci.so file also needs this attribute:

+a
Solution:

Check the SO files and DLL files for the correct attributes and privileges. Add the required attributes and privileges to files that are lacking them.

1. Check the attributes and privileges of all the SO files and DLL files in the ...
tomcat/lib directory using the command:

   `ls -E *.so *.dll`

   Results similar to the following example appear:

   `-rwxr-xr-x aps- 1 USERID GROUPID 233472 Aug 17 2010 libcci.so`

2. Fix attributes of shared object files using the command:

   `extattr attribute filename`

   For example, to add the +a attribute to the libcci.so file, type:

   `extattr +a libcci.so`

3. Fix access privileges using the command:

   `chmod attribute filename`

   For example, to add the +r attribute to the libcci.so file, type:

   `chmod +r libcci.so`