



**Program Directory for
IBM Tivoli Web Access for
Information Management**

Release 1, Modification Level 0

Program Number 5698-WAI

FMID HOYB120

for Use with
OS/390
z/OS

Document Date: May 2002

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Note!

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APAR numbers are provided in this document to assist in locating PTFs that may be required. Ongoing problem reporting may result in additional APARs being created. Therefore, the APAR lists in this document may not be complete. To obtain current service recommendations and to identify current product service requirements, always contact the IBM and/or Tivoli Customer Support Center or use S/390 SoftwareXcel to obtain the current "PSP Bucket".

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1.0 Introduction

This program directory is intended for the system programmer responsible for program installation and maintenance. It contains information concerning the material and procedures associated with the installation of IBM Tivoli Web Access for Information Management. This publication refers to IBM Tivoli Web Access for Information Management as Info/Man Web Access. You should read all of this program directory before installing the program and then keep it for future reference.

The program directory contains the following sections:

- 2.0, "Program Materials" on page 3 identifies the basic and optional program materials and documentation for Info/Man Web Access.
- 3.0, "Program Support" on page 6 describes the IBM and/or Tivoli support available for Info/Man Web Access.
- 4.0, "Program and Service Level Information" on page 7 lists the APARs (program level) and PTFs (service level) incorporated into Info/Man Web Access.
- 5.0, "Installation Requirements and Considerations" on page 8 identifies the resources and considerations for installing and using Info/Man Web Access.
- 6.0, "Installation Instructions" on page 14 provides detailed installation instructions for Info/Man Web Access. It also describes the procedures for activating the functions of Info/Man Web Access, or refers to appropriate publications.

Before installing Info/Man Web Access, read 3.2, "Preventive Service Planning" on page 6. This section tells you how to find any updates to the information and procedures in this program directory.

Do not use this program directory if you are installing Info/Man Web Access with a SystemPac or ServerPac. When using these offerings, use the jobs and documentation supplied with the offering. This documentation may point you to specific sections of the program directory as required.

If you are installing Info/Man Web Access using the Custom-Built Product Delivery Offering (CBPDO, 5751-CS3), a softcopy program directory is provided on the CBPDO tape which is identical to the printed copy shipped with your order. Your CBPDO contains a softcopy preventive service planning (PSP) upgrade for this product. All service and HOLDDATA for Info/Man Web Access are included on the CBPDO tape.

1.1 Info/Man Web Access Description

Info/Man Web Access is a drop-in problem and change management solution that allows customers to quickly and easily manage their business environment from the web. The solution provides web access for the helpdesk, developer, manager, and end user.

Info/Man Web Access is also a toolkit that allows customers to move existing Tivoli Information Management for z/OS Version 7.1 3270 applications to the web.

1.2 Info/Man Web Access FMIDs

Info/Man Web Access consists of the following FMIDs:

HOYB120

2.0 Program Materials

An IBM and/or Tivoli program is identified by a program number and a feature number. The program number for Info/Man Web Access is 5698-WAI.

Basic Machine-Readable Materials are materials that are supplied under the base license and feature code, and are required for the use of the product. Optional Machine-Readable Materials are orderable under separate feature codes, and are not required for the product to function.

The program announcement material describes the features supported by Info/Man Web Access. Ask your IBM and/or Tivoli representative for this information if you have not already received a copy.

2.1 Basic Machine-Readable Material

The distribution medium for this program is magnetic tape or downloadable files. It is installed using SMP/E, and is in SMP/E RELFILE format. See 6.0, "Installation Instructions" on page 14 for more information about how to install the program.

Figure 1 describes the physical tape. Figure 2 describes the file content.

Notes:

1. The data set attributes in these tables should be used in the JCL of jobs reading the data sets, but since the data sets are in IEBCOPY unloaded format, their actual attributes may be different.
2. If you are installing Info/Man Web Access using the Custom-Built Product Delivery Offering (CBPDO) (5751-CS3), some of the information in these figures may not be valid. Consult the CBPDO documentation for actual values.
3. If any RELFILEs are identified as PDSEs, ensure that SMPTLIB data sets are allocated as PDSEs.

Medium	Feature Number	Physical Volume	External Label	R/M *	VOLSER
3480 cart	5802	1	Info/Man Web Access	N	OYB120

* R/M = Restricted Materials of IBM

Figure 2. Program File Content

Name	O R G	R E C F M	L R E C L	BLK SIZE
SMPMCS	SEQ	FB	80	8800
IBM.HOYB120.F1	PDS	FB	80	8800
IBM.HOYB120.F2	PDS	VB	512	6475
IBM.HOYB120.F3	PDS	VB	2560	7680
IBM.HOYB120.F4	PDS	FB	80	8800

2.2 Optional Machine-Readable Material

No optional machine-readable materials are provided for Info/Man Web Access.

2.3 Program Publications

The following sections identify the basic and optional publications for Info/Man Web Access.

2.3.1 Basic Program Publications

No basic program publications are provided for Info/Man Web Access.

2.3.2 Optional Program Publications

Figure 3 identifies the optional unlicensed program publication for Info/Man Web Access. This publication is not included when you order the optional materials for Info/Man Web Access. To order copies, contact your IBM and/or Tivoli representative or visit the IBM and/or Tivoli Publications Center at <http://www.elink.ibm.link.ibm.com/applications/public/applications/publications/cgibin/pbi.cgi> on the Internet.

This publication is also available on the internet at <http://publib-b.boulder.ibm.com/Redbooks.nsf/9445fa5b416f6e32852569ae006bb65f/fe854b6617e7d3f78525659d002a55a7?OpenDocument&Highlight=0,SG246823>

Figure 3. Optional Material: Unlicensed Publications

Publication Title	Form Number
IBM Tivoli Web Access for Information Management	SG24-6823

The Info/Man Web Access Program Directory, along with other Tivoli Program Directories can be found at the following Web site:

https://www.tivoli.com/secure/support/documents/s390/program_directories

This is on the Tivoli support web site and if you have not already registered with Tivoli for access you will need to do so the first time you access this url. Once you register, you will receive a userid and password within 72 hours.

2.4 Program Source Materials

No program source materials or viewable program listings are provided for Info/Man Web Access.

2.5 Publications Useful During Installation

The publications listed in Figure 4 may be useful during the installation of Info/Man Web Access. To order copies, contact your IBM and/or Tivoli representative or visit the IBM and/or Tivoli Publications Center at

<http://www.elink.ibm.link.ibm.com/applications/public/applications/publications/cgibin/pbi.cgi> on the Internet.

<i>Figure 4. Publications Useful During Installation</i>	
Publication Title	Form Number
<i>IBM SMP/E for z/OS and OS/390 User's Guide</i>	SA22-7773
<i>IBM SMP/E for z/OS and OS/390 Commands</i>	SA22-7771
<i>IBM SMP/E for z/OS and OS/390 Reference</i>	SA22-7772
<i>IBM SMP/E for z/OS and OS/390 Messages, Codes, and Diagnosis</i>	GA22-7770

3.0 Program Support

This section describes the IBM and/or Tivoli support available for Info/Man Web Access.

3.1 Program Services

Contact your IBM and/or Tivoli representative for specific information about available program services.

3.2 Preventive Service Planning

Before installing Info/Man Web Access, you should review the current Preventive Service Planning (PSP) information. If you obtained Info/Man Web Access as part of a CBPDO, there is HOLDDATA and PSP information included on the CBPDO.

If you obtained Info/Man Web Access on a product tape, or if the CBPDO is more than two weeks old when you install it, you should contact the IBM and/or Tivoli Support Center or use S/390 SoftwareXcel to obtain the current "PSP Bucket".

For access to RETAIN, visit <http://www.ibm.link.ibm.com> on the Internet.

PSP Buckets are identified by UPGRADEs, which specify product levels, and SUBSETs, which specify the FMIDs for a product level. The UPGRADE and SUBSET values for Info/Man Web Access are:

Figure 5. PSP Upgrade and Subset ID

UPGRADE	SUBSET	Description
INFO710	HOYB120	Info/Man Web Access

3.3 Statement of Support Procedures

Report any difficulties you have using this program to your IBM and/or Tivoli Support Center. If an APAR is required, the Support Center will provide the address to which any needed documentation can be sent.

Figure 6 identifies the component IDs (COMPID) for Info/Man Web Access.

Figure 6. Component IDs

FMID	COMPID	Component Name	RETAIN Release
HOYB120	5698WAI00	Info/Man Web Access	120

4.0 Program and Service Level Information

This section identifies the program and any relevant service levels of Info/Man Web Access. The program level refers to the APAR fixes incorporated into the program. The service level refers to the PTFs integrated.

4.1 Program Level Information

No APARs have been incorporated into Info/Man Web Access.

4.2 Service Level Information

No PTFs against this release of Info/Man Web Access have been incorporated into the product tape.

5.0 Installation Requirements and Considerations

The following sections identify the system requirements for installing and activating Info/Man Web Access. The following terminology is used:

- *Driving system*: the system used to install the program.
- *Target system*: the system on which the program is installed.

In many cases, the same system can be used as both a driving system and a target system. However, you may want to set up a clone of your system to use as a target system by making a separate IPL-able copy of the running system. The clone should include copies of all system libraries that SMP/E updates, copies of the SMP/E CSI data sets that describe the system libraries, and your PARMLIB and PROCLIB.

Some cases where two systems should be used include the following:

- When installing a new level of a product that is already installed, the new product will delete the old one. By installing onto a separate target system, you can test the new product while still keeping the old one in production.
- When installing a product that shares libraries or load modules with other products, the installation can disrupt the other products. Installing onto a test system or clone will allow you to assess these impacts without disrupting your production system.

5.1 Driving System Requirements

This section describes the environment of the driving system required to install Info/Man Web Access.

5.1.1 Machine Requirements

The driving system can run in any hardware environment that supports the required software.

5.1.2 Programming Requirements

Figure 7. Driving System Software Requirements

Program Number	Product Name and Minimum VRM/Service Level
Any one of the following:	
5647-A01	OS/390 SMP/E Version 2 Release 8 or higher
5694-A01	z/OS Version 1 Release 1 or higher
5655-G44	IBM SMP/E for z/OS and OS/390 Version 3 Release 1 or higher

5.2 Target System Requirements

This section describes the environment of the target system required to install and use Info/Man Web Access.

Info/Man Web Access installs in the MVS (Z038) SREL.

5.2.1 Machine Requirements

The target system can run in any hardware environment that supports the required software.

5.2.2 Programming Requirements

5.2.2.1 Mandatory Requisites

A mandatory requisite is defined as a product that is required without exception; this product either **will not install** or **will not function** unless this requisite is met. This includes products that are specified as REQs or PREs.

<i>Figure 8. Mandatory Requisites</i>	
Program Number	Product Name and Minimum VRM/Service Level
Any one of the following:	
5647-A01	OS/390 2.8 or higher
5694-A01	z/OS 1.1 or higher
Any one of the following:	
5697-SD9	Tivoli Information for z/OS 7.1 or higher
5698-SD9	Tivoli Information for z/OS 7.1 or higher

5.2.2.2 Functional Requisites

A functional requisite is defined as a product that is **not** required for the successful installation of this product or for the basic function of the product, but **is** needed at run time for a specific function of this product to work. This includes products that are specified as IF REQs.

Info/Man Web Access has no functional requisites.

5.2.2.3 Toleration/Coexistence Requisites

A toleration/coexistence requisite is defined as a product which must be present on a sharing system. These systems can be other systems in a multisystem environment (not necessarily sysplex), a shared DASD environment (such as test and production), or systems that reuse the same DASD at different time intervals.

Info/Man Web Access has no toleration/coexistence requisites.

5.2.2.4 Incompatibility (Negative) Requisites

A negative requisite identifies products which must *not* be installed on the same system as this product.

Info/Man Web Access has no negative requisites.

5.2.3 DASD Storage Requirements

Info/Man Web Access libraries can reside on all supported DASD types.

Figure 9 lists the total space required for each type of library.

<i>Figure 9. Total DASD Space Required by Info/Man Web Access</i>	
Library Type	Total Space Required
Target	88 tracks of 3390 DASD
Distribution	251 tracks of 3390 DASD
HFS	150 tracks of 3390 DASD

Notes:

1. IBM and Tivoli recommend the use of system determined block sizes for efficient DASD utilization for all non-RECFM U data sets. For RECFM U data sets, IBM and Tivoli recommend a block size of 32760, which is the most efficient from a performance and DASD utilization perspective.
2. Abbreviations used for the data set type are:
 - U** Unique data set, allocated by this product and used only by this product. To determine the correct storage needed for this data set, this table provides all required information; no other tables (or program directories) need to be referenced for the data set size.
 - S** Shared data set, allocated by this product and used by this product and others. To determine the correct storage needed for this data set, the storage size given in this table needs to be added to other tables (perhaps in other program directories). If the data set already exists, it must have enough free space to accommodate the storage size given in this table.

- E** Existing shared data set, used by this product and others. This data set is NOT allocated by this product. To determine the correct storage needed for this data set, the storage size given in this table needs to be added to other tables (perhaps in other program directories). This existing data set must have enough free space to accommodate the storage size given in this table.

If you currently have a previous release of this product installed in these libraries, the installation of this release will delete the old one and reclaim the space used by the old release and any service that had been installed. You can determine whether or not these libraries have enough space by deleting the old release with a dummy function, compressing the libraries, and comparing the space requirements with the free space in the libraries.

For more information on the names and sizes of the required data sets, please refer to 6.1.5, "Allocate SMP/E Target and Distribution Libraries and Paths" on page 16.

3. Abbreviations used for the HFS Path type are:

- N** New path, created by this product.
X Path created by this product, but may already exist from a previous release.
P Previously existing path, created by another product.

4. All target and distribution libraries listed have the following attributes:

- The default name of the data set may be changed
- The default block size of the data set may be changed
- The data set may be merged with another data set that has equivalent characteristics
- The data set may be either a PDS or a PDSE

5. All target libraries listed have the following attributes:

- The data set may be SMS managed
- It is not required for the data set to be SMS managed
- It is not required for the data set to reside on the IPL volume
- The values in the "Member Type" column are not necessarily the actual SMP/E element types identified in the SMPMCS.

The following figures describe the target and distribution libraries and HFS paths required to install Info/Man Web Access. The storage requirements of Info/Man Web Access must be added to the storage required by other programs having data in the same library or path.

Note: The data in these tables should be used when determining which libraries can be merged into common data sets. In addition, since some ALIAS names may not be unique, ensure that no naming conflicts will be introduced before merging libraries.

Figure 10. Storage Requirements for Info/Man Web Access Target Libraries

Library DDNAME	Member Type	Target Volume	T Y P E	O R G	R E C F M	L R E C L	No. of 3390 Trks	No. of DIR Blks
SBLMFMT	Parameter	ANY	E	PDS	FB	80	4	2
SBLMPNLS	Panel	ANY	E	PDS	FB	80	5	5
SBLMRCDS	Data	ANY	E	PDS	FB	80	68	20
SBLMSAMP	Sample	ANY	E	PDS	FB	80	5	2
SBLMTSX	EXEC	ANY	E	PDS	FB	80	6	2

Figure 11. Info/Man Web Access HFS Paths

DDNAME	T Y P E	Path Name
SBLMWCSS	N	/usr/lpp/InfoMan/web/html/css/IBM
SBLMWGIF	N	/usr/lpp/InfoMan/web/html/images/IBM
SBLMWHM	N	/usr/lpp/InfoMan/web/html/IBM
SBLMWJS	N	/usr/lpp/InfoMan/web/html/js/IBM
SBLMWREX	N	/usr/lpp/InfoMan/web/rexx/IBM
SBLMWSAM	N	/usr/lpp/InfoMan/web/samples/IBM

Figure 12. Storage Requirements for Info/Man Web Access Distribution Libraries

Library DDNAME	T Y P E	O R G	R E C F M	L R E C L	No. of 3390 Trks	No. of DIR Blks
ABLMFMT	E	PDS	FB	80	4	2
ABLMGIF	U	PDS	VB	2560	4	2
ABLMHTMV	E	PDS	VB	512	78	15
ABLMPNLS	E	PDS	FB	80	5	5
ABLMRCDS	E	PDS	FB	80	68	20
ABLMREXX	E	PDS	FB	80	79	4
ABLMSAMP	E	PDS	FB	80	7	2
ABLMTSX	E	PDS	FB	80	6	2

5.3 FMIDs Deleted

Installing Info/Man Web Access may result in the deletion of other FMIDs. To see what FMIDs will be deleted, examine the ++VER statement in the product's SMPMCS.

If you do not wish to delete these FMIDs at this time, you must install Info/Man Web Access into separate SMP/E target and distribution zones.

Note: These FMIDs will not automatically be deleted from the Global Zone. Consult the SMP/E manuals for instructions on how to do this.

5.4 Special Considerations

Info/Man Web Access has no special considerations for the target system.

6.0 Installation Instructions

This chapter describes the installation method and the step-by-step procedures to install and to activate the functions of Info/Man Web Access.

Please note the following:

- If you want to install Info/Man Web Access into its own SMP/E environment, consult the SMP/E manuals for instructions on creating and initializing the SMPCSI and the SMP/E control data sets. Additionally, to assist you in doing this, Tivoli has provided samples to help you create an SMP/E environment at the following url:
https://www.tivoli.com/secure/support/documents/s390/zone_creation_samples.

This is on the Tivoli support web site and if you have not already registered with Tivoli for access you will need to do so the first time you access this url. Once you register, you will receive a userid and password within 72 hours.

- Sample jobs have been provided to help perform some or all of the installation tasks. The SMP/E jobs assume that all DDDEF entries required for SMP/E execution have been defined in the appropriate zones.
- The SMP/E dialogs may be used instead of the sample jobs to accomplish the SMP/E installation steps.

6.1 Installing Info/Man Web Access

6.1.1 SMP/E Considerations for Installing Info/Man Web Access

This release of Info/Man Web Access is installed using the SMP/E RECEIVE, APPLY, and ACCEPT commands. The SMP/E dialogs may be used to accomplish the SMP/E installation steps.

6.1.2 SMP/E Options Subentry Values

The recommended values for some SMP/E CSI subentries are shown in Figure 13. Use of values lower than these may result in failures in the installation process. DSSPACE is a subentry in the GLOBAL options entry. PEMAX is a subentry of the GENERAL entry in the GLOBAL options entry. Refer to the SMP/E manuals for instructions on updating the global zone.

Figure 13. SMP/E Options Subentry Values

SUB-ENTRY	Value	Comment
DSSPACE	75,50,50	Space allocation for SMP/E
PEMAX	SMP/E Default	IBM and Tivoli recommend using the SMP/E default for PEMAX.

6.1.3 Sample Jobs

The following sample installation jobs are provided as part of the product to help you install Info/Man Web Access:

Figure 14. Sample Installation Jobs

Job Name	Job Type	Description	RELFILE
BLQRECEV	RECEIVE	Sample RECEIVE job	IBM.HOYB120.F1
BLQALLOC	ALLOCATE	Sample job to allocate target and distribution data sets	IBM.HOYB120.F1
BLQISMKD	MKDIR	Sample job to invoke the supplied BLQMKDIR EXEC to allocate HFS paths	IBM.HOYB120.F1
BLQDDDEF	DDDEF	Sample job to define SMP/E DDDEFs	IBM.HOYB120.F1
BLQAPPLY	APPLY	Sample APPLY job	IBM.HOYB120.F1
BLQACCEP	ACCEPT	Sample ACCEPT job	IBM.HOYB120.F1

You may copy the jobs from the tape or product files by submitting the job below. Use either the //TAPEIN or the //FILEIN DD statement, depending on your distribution medium, and comment out or delete the other statement. Add a job card and change the lowercase parameters to uppercase values to meet your site's requirements before submitting.

```
//STEP1 EXEC PGM=IEBCOPY
//SYSPRINT DD SYSOUT=*
//TAPEIN DD DSN=IBM.HOYB120.F1,UNIT=tunit,VOL=SER=0YB120,
// LABEL=(2,SL),DISP=(OLD,KEEP)
//FILEIN DD DSN=IBM.HOYB120.F1,UNIT=SYSALLDA,DISP=SHR,
// VOL=SER=filevol
//OUT DD DSN=jcl-library-name,
// DISP=(NEW,CATLG,DELETE),
// VOL=SER=dasdvol,UNIT=SYSALLDA,
// SPACE=(TRK,(2,1,2))
//SYSUT3 DD UNIT=SYSALLDA,SPACE=(CYL,(1,1))
//SYSIN DD *
COPY INDD=xxxxIN,OUTDD=OUT
SELECT MEMBER=(BLQACCEP,BLQALLOC,BLQAPPLY,BLQDDDEF)
SELECT MEMBER=(BLQISMKD,BLQRECEV)
/*
```

where **tunit** is the unit value matching the product tape, **filevol** is the volume serial of the DASD device where the downloaded files reside, **jcl-library-name** is the name of the output data set where the sample jobs will be stored, **dasdvol** is the volume serial of the DASD device where the output data set will reside and **xxxxIN** on the SYSIN DD to either TAPEIN or FILEIN depending on your input DD statement.

You can also access the sample installation jobs by performing an SMP/E RECEIVE and then copying the jobs from the SMPTLIBs to a work data set for editing and submission. See Figure 14 to find the appropriate SMPTLIB data set.

6.1.4 Perform SMP/E RECEIVE

Edit and submit sample job BLQRECEV to perform the SMP/E RECEIVE for Info/Man Web Access. Consult the instructions in the sample job for more information.

NOTE: If you obtained Info/Man Web Access as part of a CBPDO, you can use the RCVPDO job found in the CBPDO RIMLIB data set to RECEIVE the Info/Man Web Access FMIDs as well as any service, HOLDDATA, or preventive service planning (PSP) information included on the CBPDO tape. For more information, refer to the documentation included with the CBPDO.

Expected Return Codes and Messages:

You should expect a return code of 0.

6.1.5 Allocate SMP/E Target and Distribution Libraries and Paths

Edit and submit sample job BLQALLOC to allocate the SMP/E target and distribution libraries for Info/Man Web Access. Consult the instructions in the sample job for more information.

Expected Return Codes and Messages:

You should expect a return code of 0.

Edit and submit sample job BLQISMKD to allocate the HFS paths for Info/Man Web Access. Consult the instructions in the sample job for more information.

If you plan to create a new HFS for this product, you should consider updating the BPXPRMxx PARMLIB member to mount the new HFS on mountpoint -PathPrefix-/usr/lpp/InfoMan/web at IPL time. This may be helpful if an IPL occurs before the installation is complete. Note that creation of a new HFS data set is not required; you may choose to install into an existing HFS data set instead.

Expected Return Codes and Messages:

You should expect a return code of 0.

6.1.6 Create DDDEF Entries

Edit and submit sample job BLQDDDEF to create DDDEF entries for the SMP/E target and distribution libraries for Info/Man Web Access. Consult the instructions in the sample job for more information.

Expected Return Codes and Messages:

You should expect a return code of 0. However, if some or all of these DDDEF entries already exist, then the job will complete with a return code 8. Also, you may receive message GIM26501W along with a return code of 4 for the change command in the DEFPATH step. The return code and message are expected and can be ignored. Refer to the comments in the sample job for more information.

6.1.7 Perform SMP/E APPLY

Edit and submit sample job BLQAPPLY to perform an SMP/E APPLY CHECK for Info/Man Web Access. Consult the instructions in the sample job for more information.

To receive the full benefit of the SMP/E Causer SYSMOD Summary Report, do *not* bypass the following on the APPLY CHECK: PRE, ID, REQ, and IFREQ. This is because the SMP/E root cause analysis identifies the cause only of **ERRORS** and not of **WARNINGS** (SYSMODs that are bypassed are treated as warnings, not errors, by SMP/E).

Once you have taken any actions indicated by the APPLY CHECK, remove the CHECK operand and run the job again to perform the APPLY.

Note: The GROUPEXTEND operand indicates that SMP/E apply all requisite SYSMODs. The requisite SYSMODS might be applicable to other functions.

Expected Return Codes and Messages from APPLY CHECK:

You should expect a return code of 0.

Expected Return Codes and Messages from APPLY:

You should expect a return code of 0.

6.1.8 Perform SMP/E ACCEPT

Edit and submit sample job BLQACCEP to perform an SMP/E ACCEPT CHECK for Info/Man Web Access. Consult the instructions in the sample job for more information.

To receive the full benefit of the SMP/E Causer SYSMOD Summary Report, do *not* bypass the following on the ACCEPT CHECK: PRE, ID, REQ, and IFREQ. This is because the SMP/E root cause analysis identifies the cause only of **ERRORS** and not of **WARNINGS** (SYSMODs that are bypassed are treated as warnings, not errors, by SMP/E).

Before using SMP/E to load new distribution libraries, it is recommended that you set the ACCJCLIN indicator in the distribution zone. This will cause entries produced from JCLIN to be saved in the distribution zone whenever a SYSMOD containing inline JCLIN is ACCEPTed. For more information on the ACCJCLIN indicator, see the description of inline JCLIN in the SMP/E manuals.

Once you have taken any actions indicated by the ACCEPT CHECK, remove the CHECK operand and run the job again to perform the ACCEPT.

Note: The GROUPEXTEND operand indicates that SMP/E accept all requisite SYSMODs. The requisite SYSMODS might be applicable to other functions.

Expected Return Codes and Messages from ACCEPT CHECK:

You should expect a return code of 0.

Expected Return Codes and Messages from ACCEPT:

You should expect a return code of 0.

If PTFs containing replacement modules are being ACCEPTed, SMP/E ACCEPT processing will linkedit/bind the modules into the distribution libraries. During this processing, the Linkage Editor or Binder may issue messages documenting unresolved external references, resulting in a return code of 4 from the ACCEPT step. These messages can be ignored, because the distribution libraries are not executable and the unresolved external references will not affect the executable system libraries.

6.2 Activating Info/Man Web Access

The publication *IBM Tivoli Web Access for Information Management, SG24-6823* contains the step-by-step procedures to activate the functions of Info/Man Web Access.

Contacting Customer Support

For support for this or any Tivoli product, you can contact Tivoli Customer Support in one of the following ways:

Submit a problem management record (PMR) electronically at **IBMSERV/IBMLINK**.

Submit a problem management record (PMR) electronically from our Web site at **<http://www.tivoli.com/support>**.

Send e-mail to **support@tivoli.com**.

Customers in the United States can also call 1-800-TIVOLI8 (1-800-848-6548).

International customers should consult the Web site for customer support telephone numbers.

You can also review the *Customer Support Handbook*, which is available on our Web site at **<http://www.tivoli.com/support/handbook/>**.

When you contact Tivoli Customer Support, be prepared to provide identification information for your company so that support personnel can readily assist you. Company identification information may also be needed to access various online services available on the Web site.

The support Web site offers extensive information, including a guide to support services (the Customer Support Handbook); frequently asked questions (FAQs); and documentation for all Tivoli products, including Release Notes, Redbooks, and Whitepapers. The documentation for some product releases is available in both PDF and HTML formats. Translated documents are also available for some product releases.

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