

### **Monitoring Alerts at Mastercard**

Tom Glaser, MasterCard

**Session Code:** B07

Date: July 12, 02:00pm

Boston, MA

# Agenda

- Why monitor
- What we monitor
- Tools used for monitoring
- Replication

### This presentation is not:

- A performance and tuning overview
- How to analyze SQL statements and their access paths
- Discussions about a performance database

I wish to focus on what we monitor and to learn more about what we can do better.

# Who is MasterCard?



Consumers want better ways to pay. We invent them.



People want financial access.

We find ways to serve them.



Checkout lines are too slow. We help them move faster.



Commuters are busy.

We speed them on their way.



Procurement is complicated. We make it simple.

## Why Monitor

- We need to know what is going on
- We want to know the problem before the application calls us
  - Are we running out of memory?
  - Are we no longer logging?
  - Is there a problem with a buffer pool?
- Do you review all alerts?
  - Some say yes; why create an alert if you're not going to look at it
  - Others say no; this data is used for problem analysis
- Our environment:
  - 80 Db2 Subsystems, data sharing and non-data sharing

#### What we Monitor:

- Disk Storage
- Messages
  - MSTR; DIST; IRLM; DBM1; Mainview for DB2 Journal; SYSLOG
- SQL Codes
- Deadlock / Timeouts / Long Running Threads
- SQL Exceptions
- Access Path Changes in Production
- Memory / Storage / DDF
- Batch Jobs
- Q-Rep / CDC

## Tools used for monitoring Db2:

#### • IBM:

- IBM Db2 Query Monitor
- Management Console (for CDC Replication)
- IBM Job Scheduler (OPC)

#### • BMC:

- Mainview for Db2 (AMI Ops Monitor for Db2)
- Mainview for z/OS (AMI Ops Monitor for z/OS)
- AutoOps (AMI Ops Automation)

#### Segus:

- RealTime DBAExpert for Db2 z/OS
- Space AssuranceExpert
- xMatters
- Intellimagic
- Home Grown

#### Db2 Messages:

#### First place to start:

- MSTR / DIST / DBM1 / IRLM & SYSLOG

How: Using Mainview Automation Tool

- Email or page via xMatters

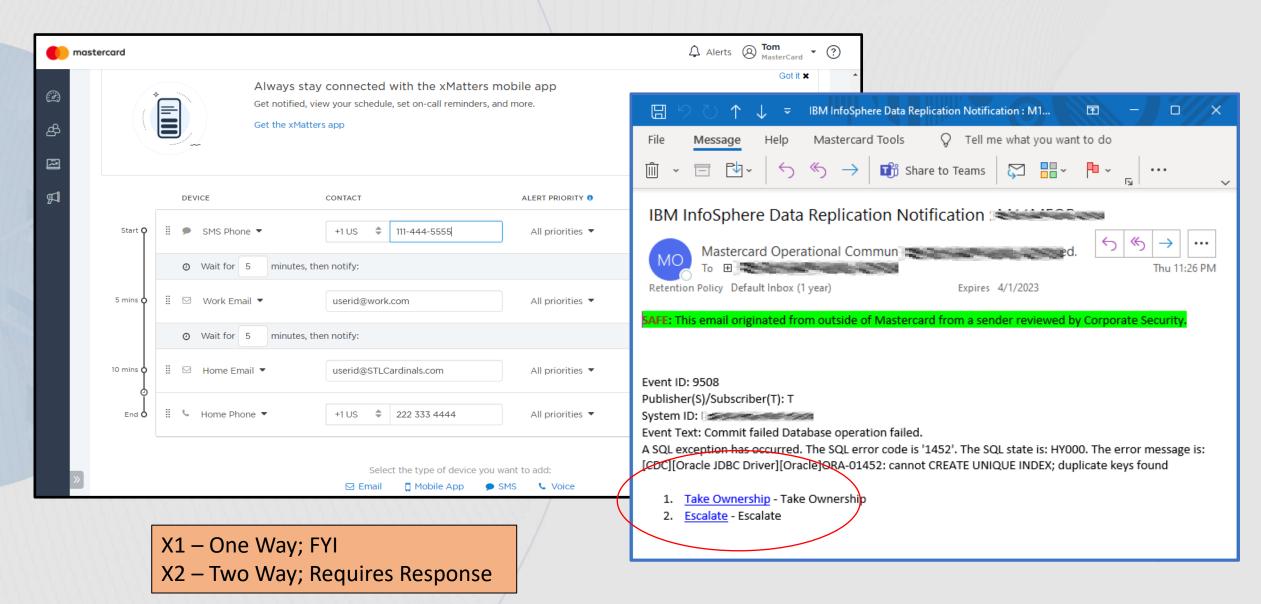
#### Messages we monitor:

- John Campbell SWAT Team Suggestions
- Nationwide
- Bank of Sweden
- Mastercard past issues
- DB2-L

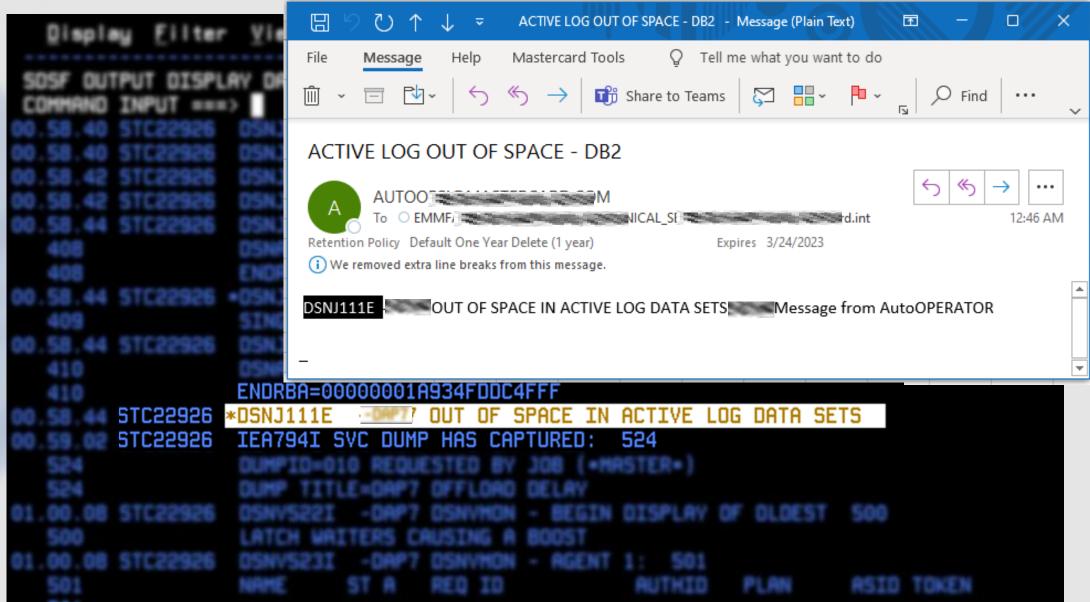
Message	Description	Email/Paged?
DSNB204I	OPEN OF DATA SET FAILED	paged
DSNB217I	ONLINE RECOVERY FOR AN INCONSISTENT PAGE WAS UNSUCCESSFUL	paged
DSNB224I	DSNB224I csect-name- BUFFER MANAGER I/O ERROR DURING function, DSNAME = data-set-name, PAGE NUMBER=X'page-number', MM ERROR FLAG=X'aa', CSW STATUS=X'bbbb', SENSE BYTES=X'cccc', SEEK ADDRESS=X'ddddddddddddddddd'	skip
DSNB225I	DSNB225I csect-name- BUFFER MANAGER I/O ERROR DURING function, DSNAME = data-set-name, MM ERROR CODES=X'aaaaaaaa' DB2 REASON CODE=X'reason-code'	skip
DSNB228I	csect-name GROUP BUFFER POOL gbpname CANNOT BE ACCESSED FOR function	paged
DSNB235A	GRS RESOURCE SHORTAGE DETECTED BY DB2	email
DSNB250E	A PAGE RANGE WAS ADDED TO THE LOGICAL PAGE LIST	email
DSNB301E	GROUP BUFFER POOL gbp-name CANNOT BE CONNECTED DB2 REASON CODE	email
DSNB303E	A LOSS OF CONNECTIVITY WAS DETECTED TO GROUP BUFFER POOL	paged

... Messages at the end of the presentation.

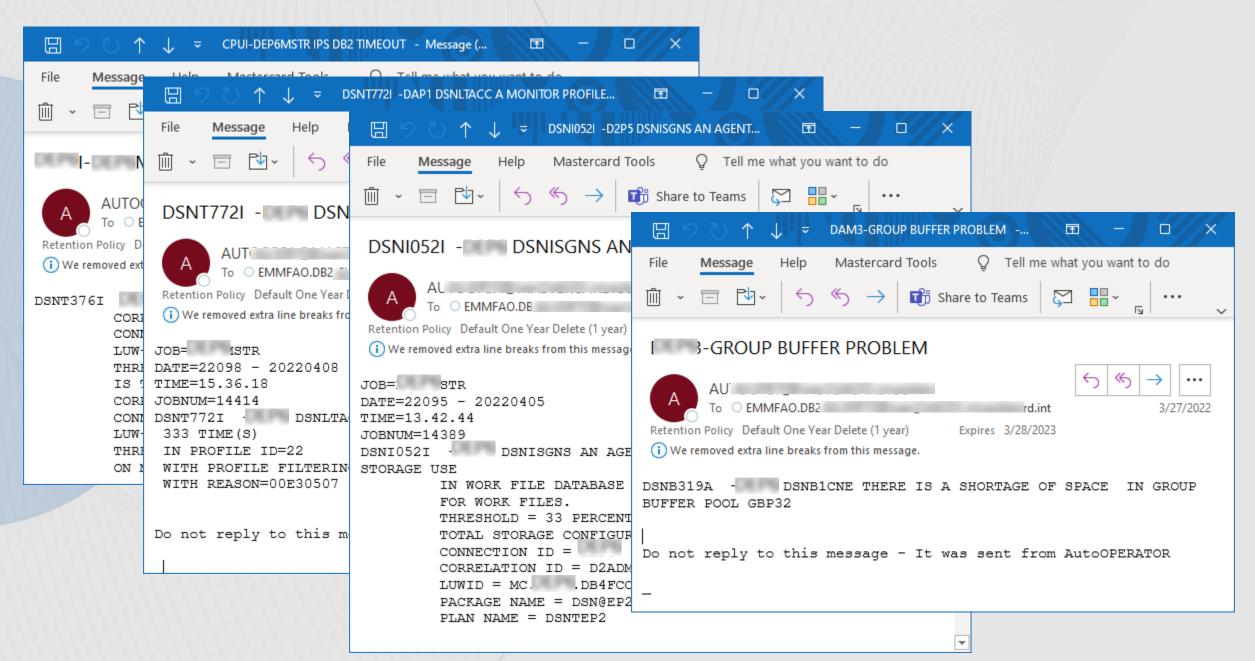
#### xMatters: Escalation Process



#### Example from MSTR:



## Additional examples of alerts from Db2 MSTR Messages:



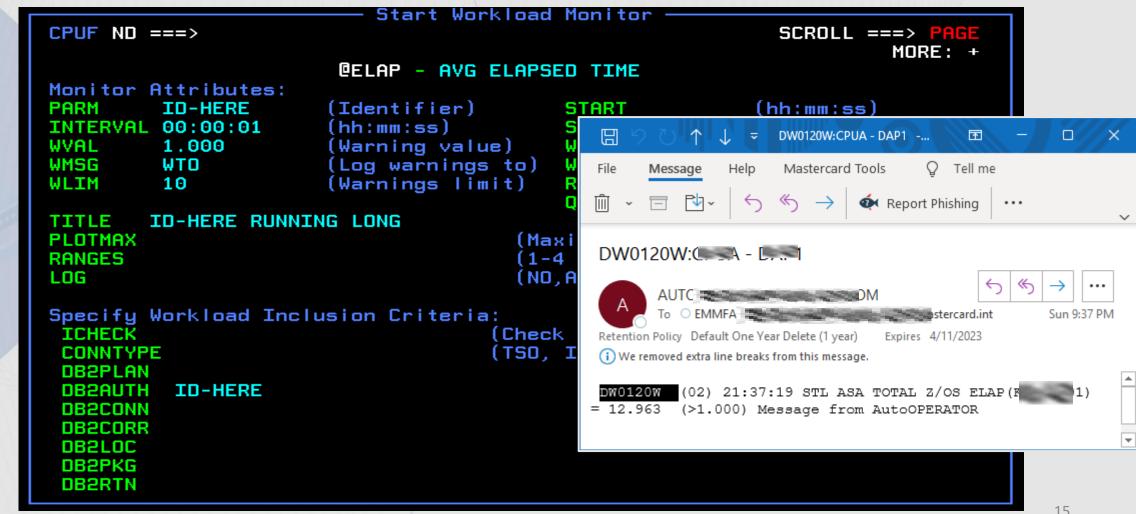
### BMC AMI Ops Monitor for Db2 - Mainview for Db2

- MAINVIEW LOG Journal or WTO
- Using Mainview Automation Tool (AutoOps)
- Email or page via xMatters
- Messages are set up via "monitors"
- Monitors will auto start with Mainview comes up

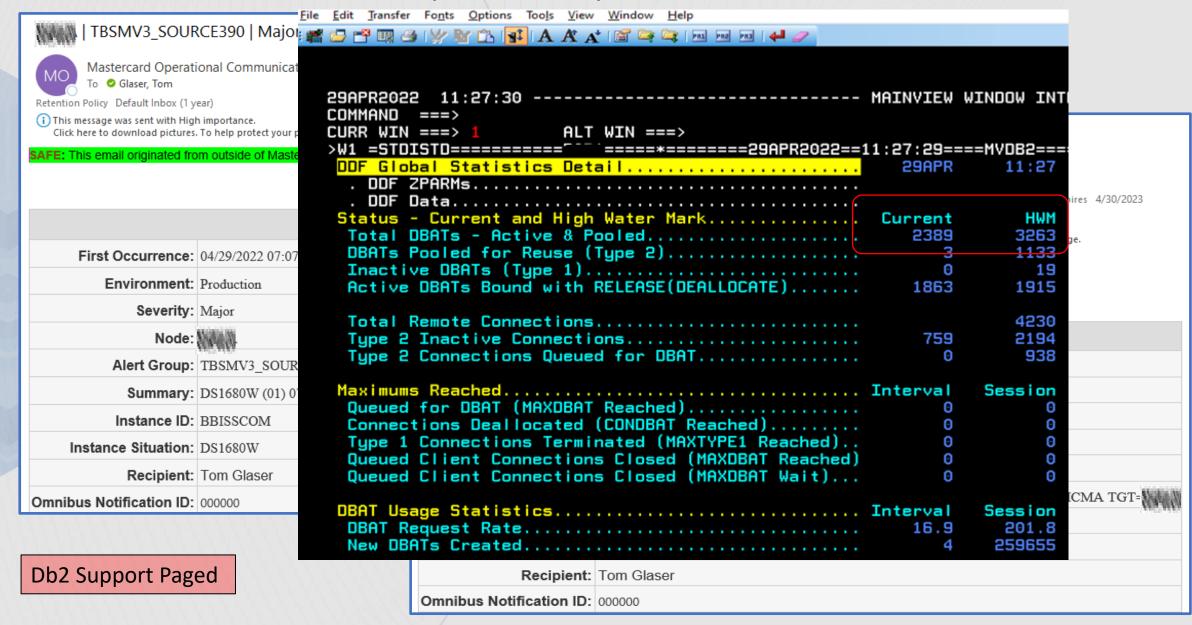
Example of starting monitors when Mainview is brought up:

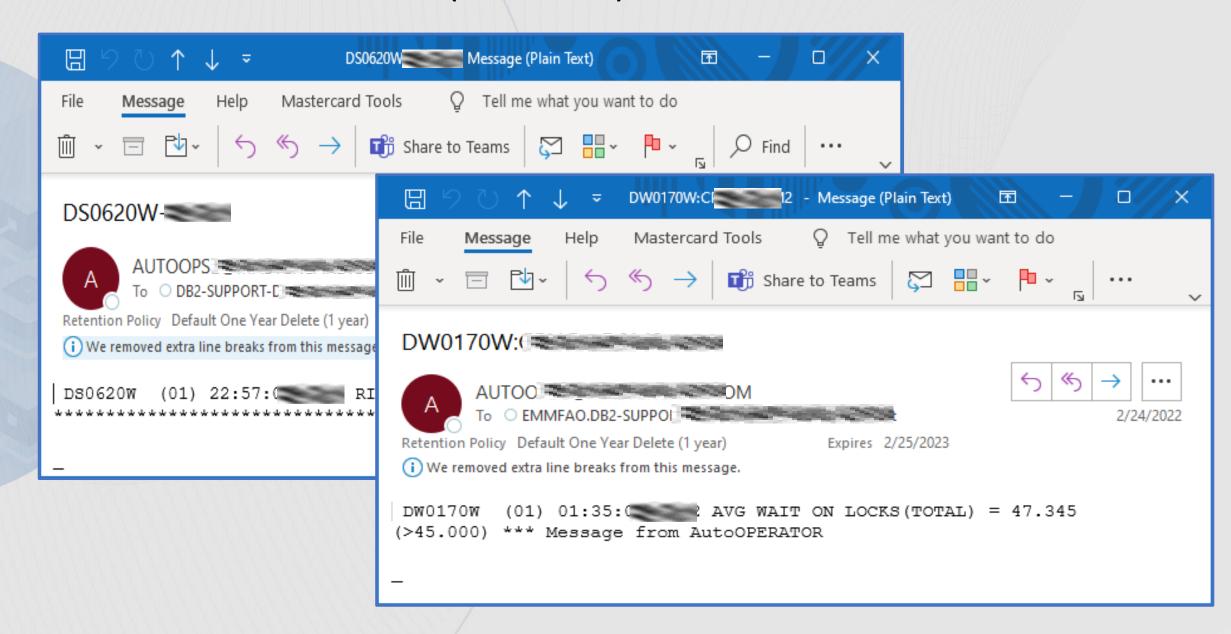
```
Command ===>
                                                 Scroll ===> HALF
000108 *----- LOG MONITORS ------
000109 *
000110 REQ=LOGWT TITLE='SSID LOG BUFF WAIT' *MSG: DS0470W
000111
                  WMAX=1
000112
                  WMSG=WTO
000113
                  LOG=NO
000114 *
                 TITLE='SSID ARC READ DELAYED' *MSG: DS1040W
000115 REQ=ARCDL
000116
                  WMAX=1
000117
                  WMSG=WTO
000118
                  LOG=NO
000119 *
000120 *----- Z/OS MONITORS ------
000121 *
000122 REQ=DB2DP TITLE='SSID DEMAND PAGING' *MSG: DS0530W
000123
                  WMSG=WTO
000124
                  WMAX=1
000125
                  LOG=NO
000126 *
000127 *-----*
000128 *
000129 REQ=EDMUT TITLE='SSID EDM POOL IN USE%' *MSG: DS0300W
000130
                  WMAX=70
```

Example of creating a monitor for a specific ID. Email to support team if thread runs longer than 1 second:

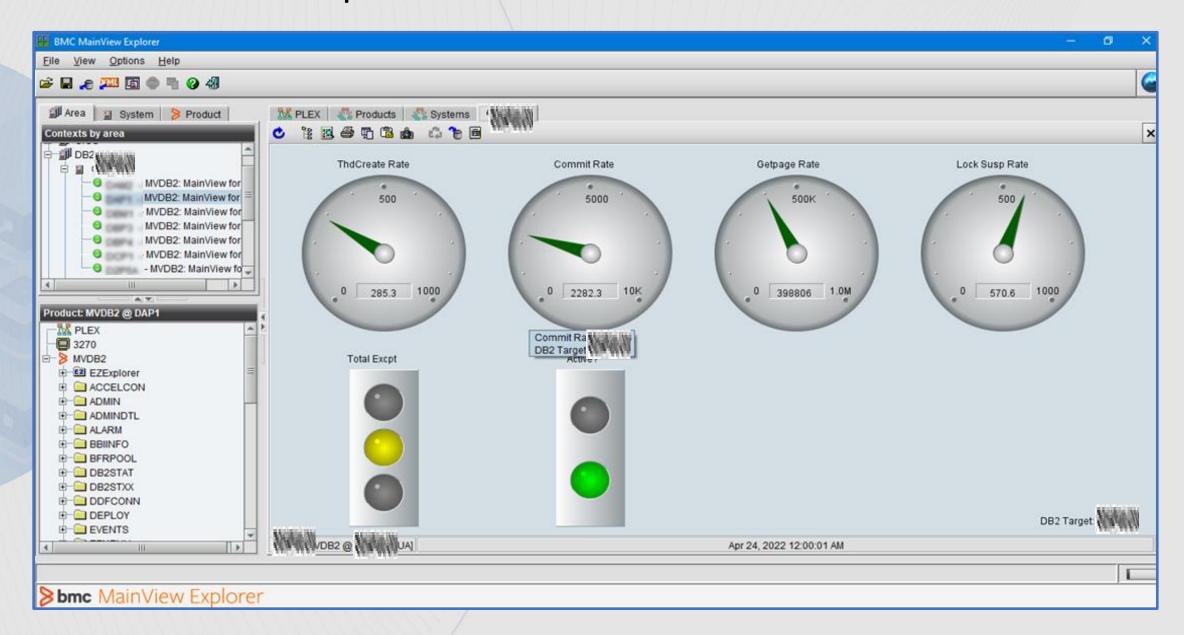


```
----- MAINVIEW WINDOW INTERFACE (V6.3.00) -----
28MAR2022 13:10:52
COMMAND ===>
CURR WIN ===> 1
                  ALT WIN ===>
Monitors Active
  Commands: SM (Start Monitors)
                                  MONSUMM
                                                MONWARN
                                                         JOURNAL
  Line CMDs: S (Select), W (Show), M (Modify)
            P (Purge), R (Replicate), Z (Stop), H (Help)
CM Serv Parm
              Title
                                  Monitor Warning
                                                                      Target
                                  Value
                                       Value
                                                -8-6-4-2-0+2+4+6+8+
                                                                  Warn
                  DBAT MAXDBAT%
  DBTUT
                                  50.0000 70.0000
                   REMOT THR CONDBAT% 22.0000 70.0000
  RMTUT
                                                                    31
                   ACT THRD CTHREAD% 19.0000 70.0000
  THDUT
                   EDM POOL IN USE%
  EDMUT
                                  0.0000 70.0000
  RIDUT
                   RID POOL IN USE%
                                   0.0000 70.0000
  @ELLK
                                   0.0001 60.0000
                  MAXDBAT QUEUED
                                   0.0000 10.0000
  DBATQ
```





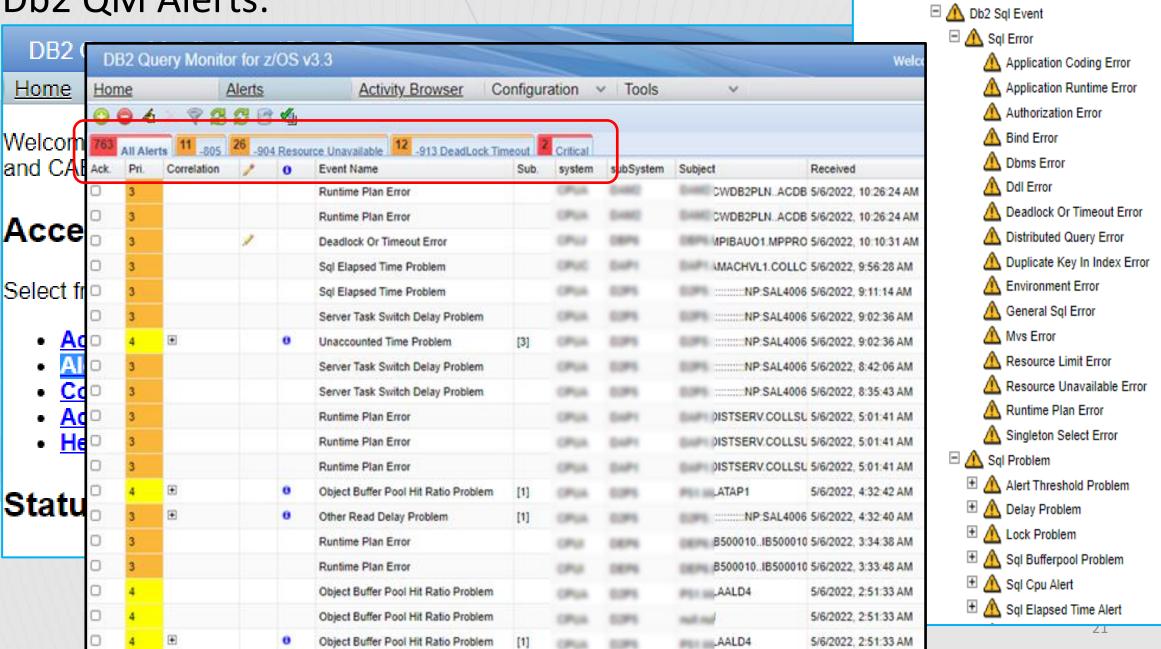
#### BMC Mainview Explorer – Web Browser



### **Db2 Query Monitor**

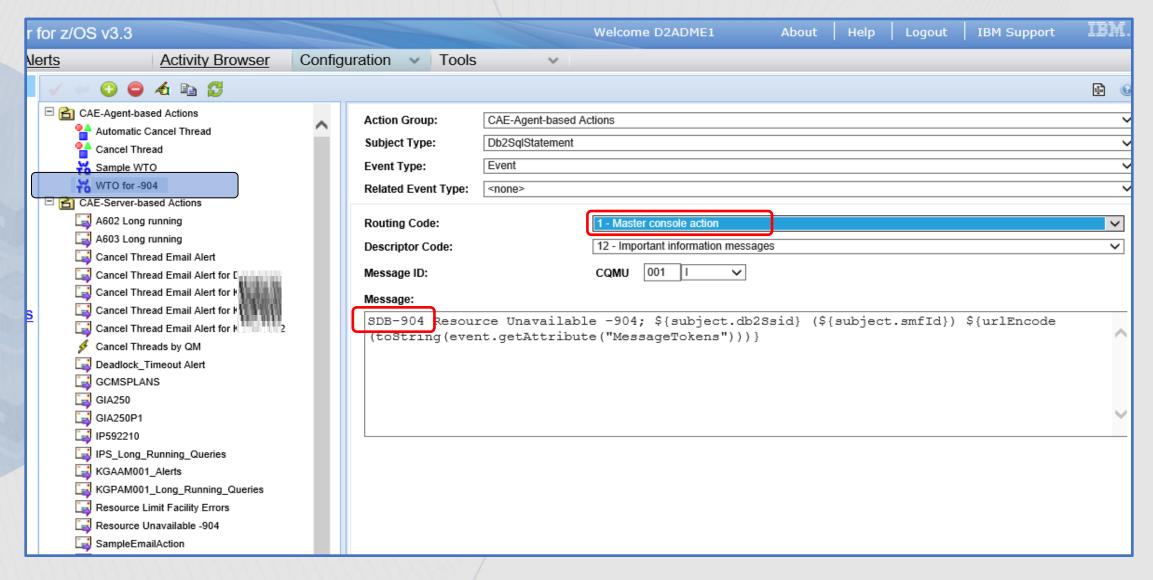
- Alert Monitoring against our subsystems
- SQL Events that require attention
  - Alert CPU; Alert Elapsed; Alert Getpages; Alert SQL Calls
  - We us Query Monitor in lieu of RLF (Resource Limit Facility)
- Alerts will be displayed on the blackboard (message board)
- You can create Message Boards that filter messages to achieve various display results.
- Monitor all subsystems from one screen
- Start alerts company-wide from one screen
- <del>-805; -905; -913</del>

#### Db2 QM Alerts:

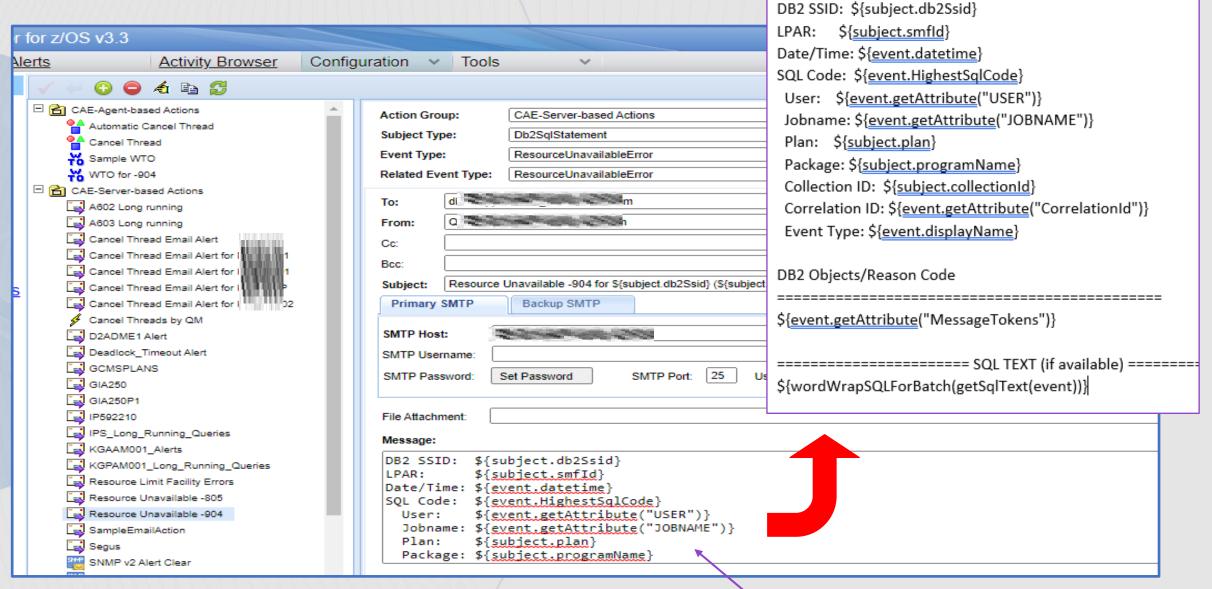


Search

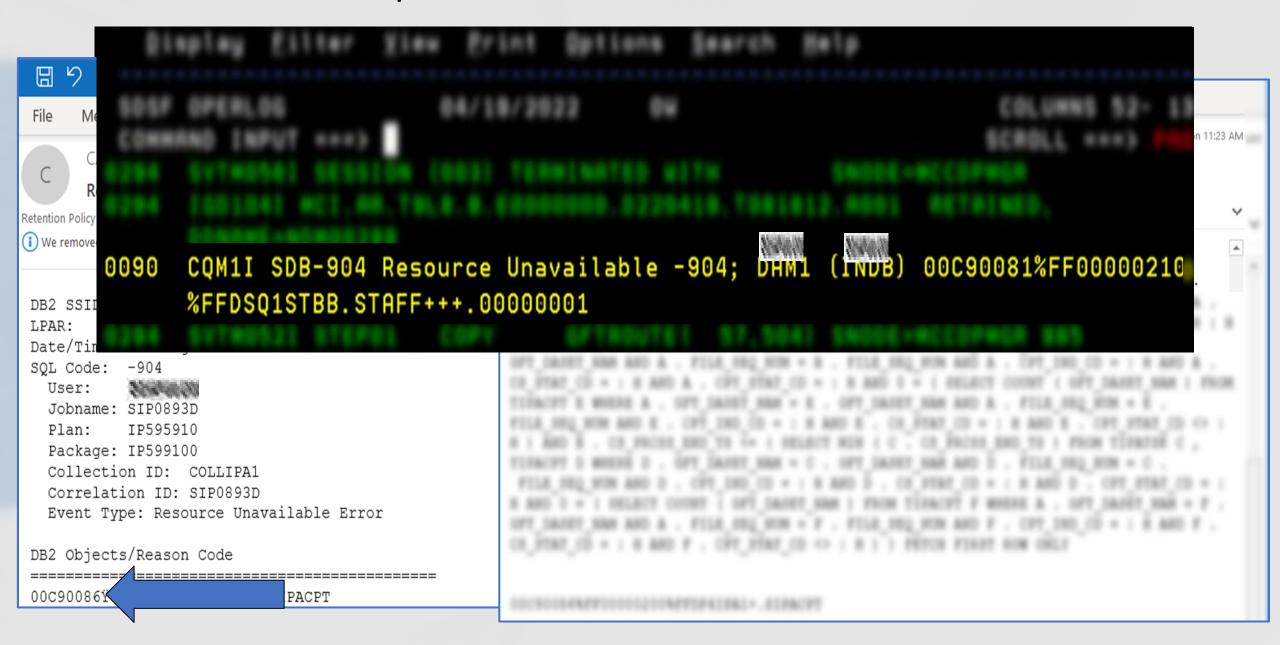
## Alerts: -904 Step 1 (Create WTO)



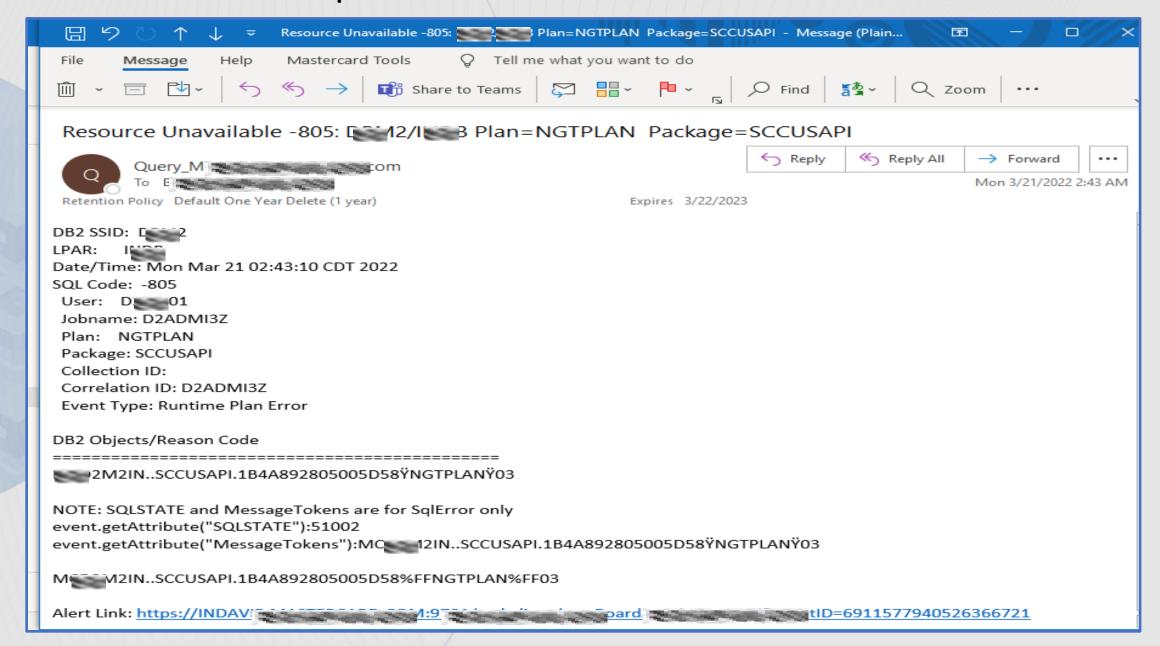
## Alerts: -904 Step 2 (Create email)

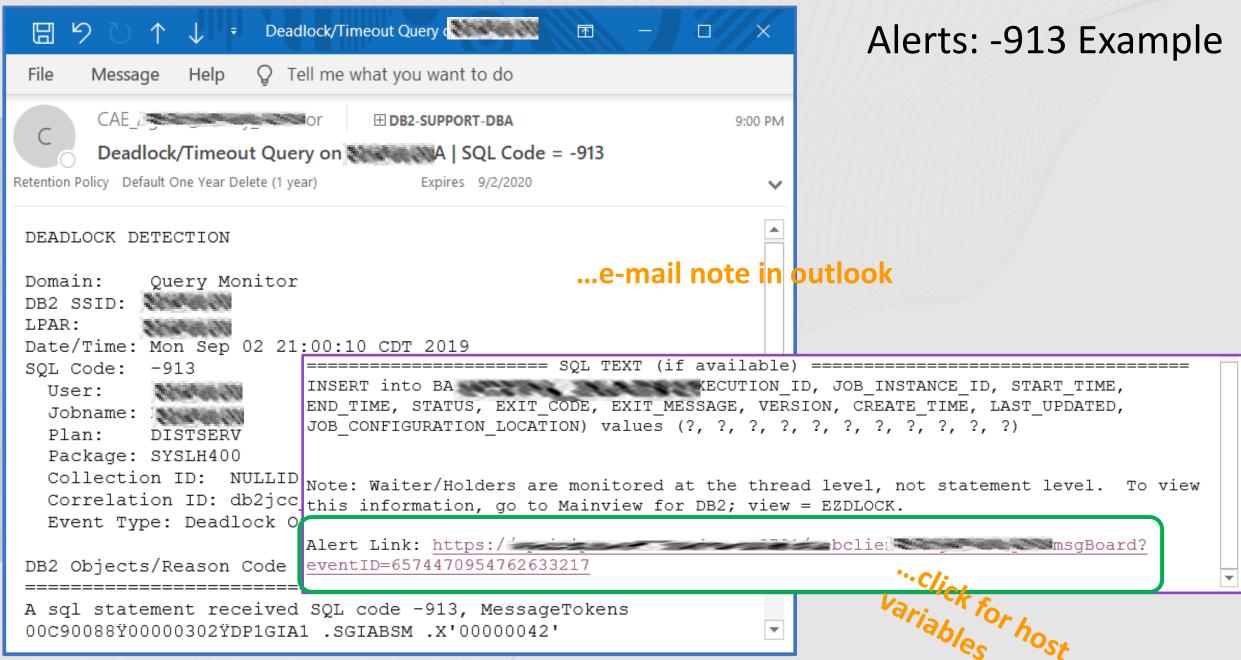


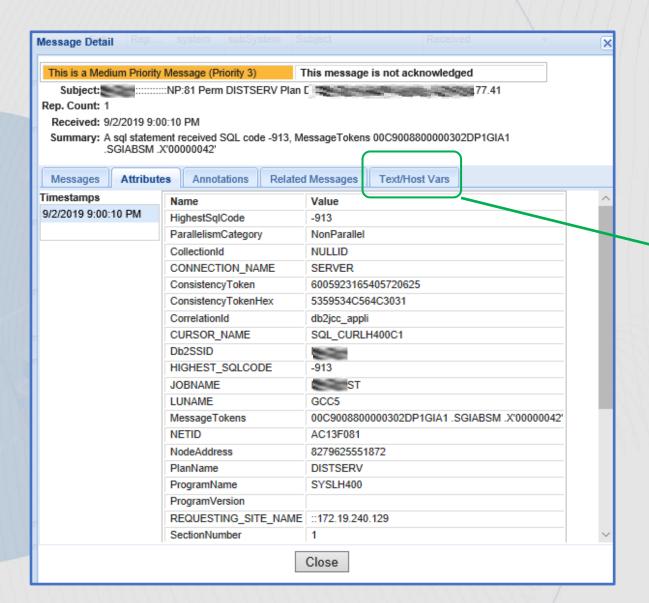
### Alerts: -904 Example

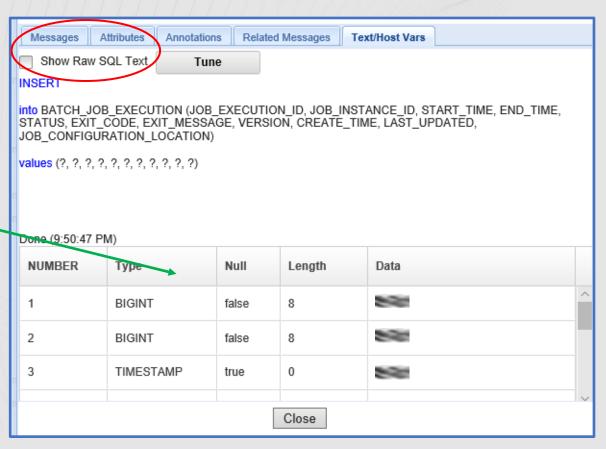


#### Alerts: -805 Example



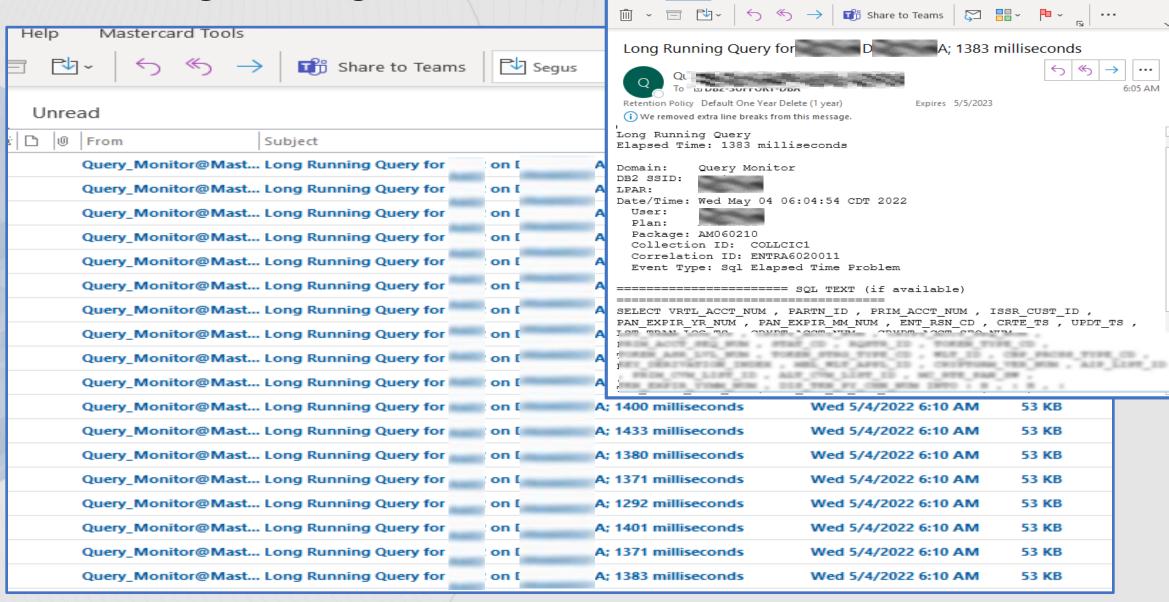






Note: VSAM file holding host variables is RACF/ACF2 protected.

## Alerts: Long Running Queries



Long Running Query for A602

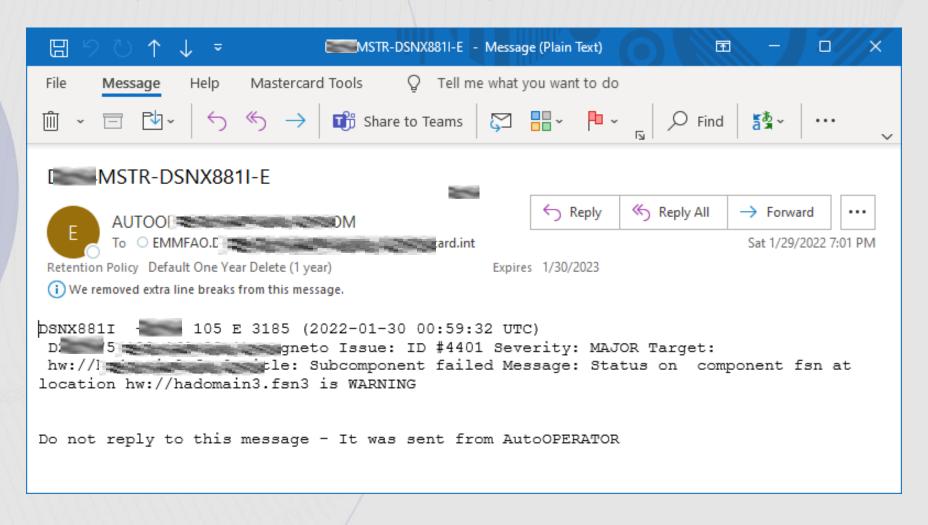
Tell me what you want to do

Mastercard Tools

6:05 AM

#### IDAA:

#### Monitored by BMC AutoOps (AMI Ops Automation)



## Monitoring Disk Storage

- Segus Software
  - Used with Mainview AutoOps
  - Integrated with xMatters
    - Email or page

## Segus Software

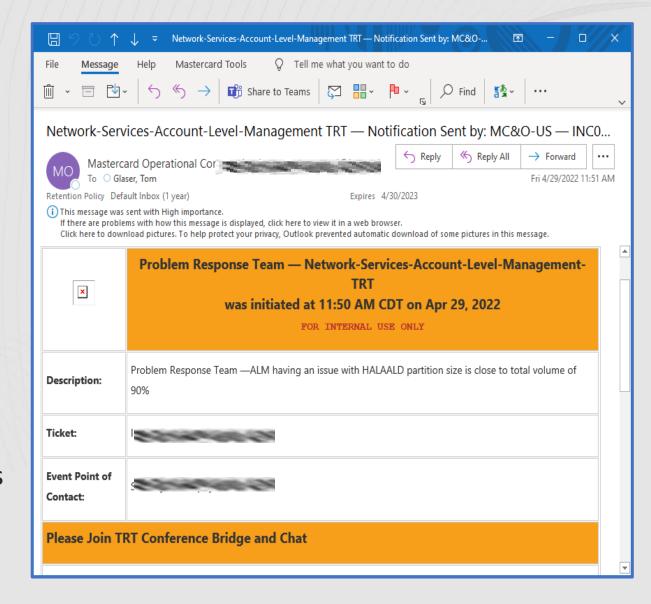
#### **Bringing in new software:**

- Before monitoring alerts
  - Homegrown rexx & QMF Procs
- How do you convince your managers to be proactive?

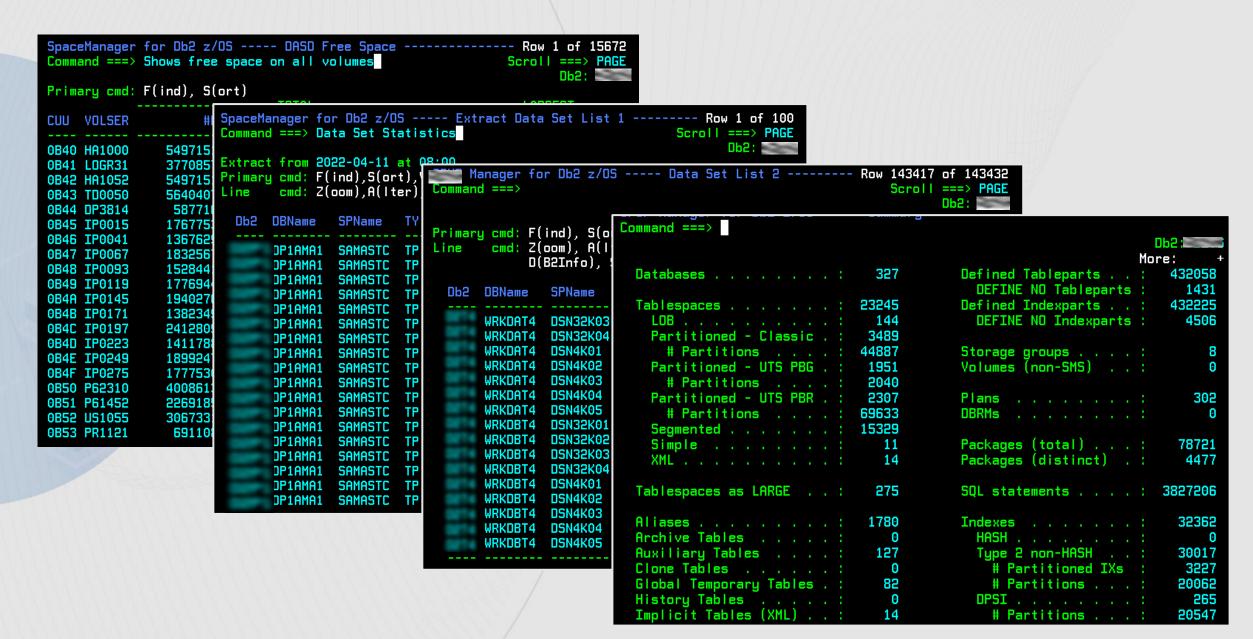
Impact of downtime

#### RealTime DBAExpert for Db2 z/OS (RTDX):

- Automate maintenance and manage databases
- Interfaces with Space AssuranceExpert
- Uses Real-Time Statistics
- Monitor and manage space and DASD
- Real-Time Information Center



## Segus Software: ISPF Panels for monitoring Db2 storage



# Segus Software: Example of daily report > 50 Extents

STL EXTENTS > 50												
AUTC To OB2-SUPP d.int Retention Policy Default One Year Delete (1 year)  1 This message may contain extra line breaks.									Expires 4/22			
0DBName	06:00:10 SPName	Type Clone	Part Dssiz	DSNo	#Ext	#ExL	%Used	A C E REPORT FOR S	Primary space	Version: 12R1M502)   #Vol DSNUM Compr. Creation date		
DP1BUA1										5 50 Y 22.098 DSNDBD.DP1BUA1.SBUACHG.I0001.A001		
DP1BUA1	SBUAISA	TP	0022	0022	96	49	100	4,193,280		1 50 Y 22.098  DSNDBD.DP1BUA1.SBUAISA.J0001.A022		
DP1BUA1I	IBUAIAL1	IS	0000	0003	89	457	100	8,388,608 8,391,600	180,000 KB -1 KB	1 5 N 22.098 DSNDBD.DP1BUA1L.IBUAIAL1.J0001.A003		
DP1BUA1	SBUAACL 1	TP	0002 64	0002	87	660	99	47,823,032	720,000 KB	1 1 Y 22.098  DSNDBD.DP1BUA1.SBUAACL.I0001.A002		
							98	4,649,760	1,440,000 KB	1 1 N 22.014  DSNDBD.DP1AMA1.IAMASTC1.I0001.A039		
DP1BUA1		TP		0004						1 1 Y 22.098 DSNDBD.DP1BUA1.SBUAACL.J0001.A004		

#### Segus Software: Space AssuranceExpert (SAX)

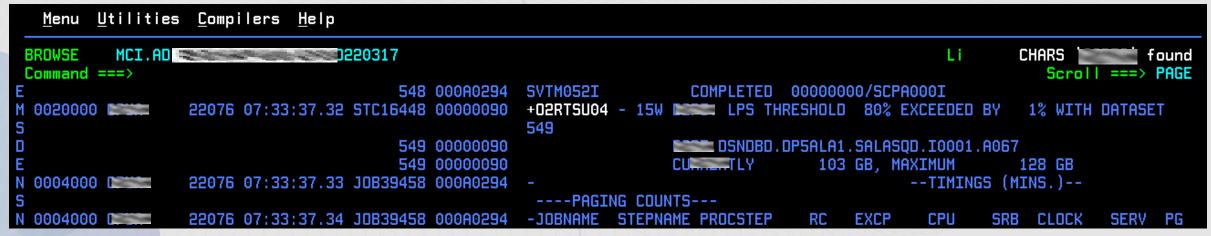
#### Space AssuranceExpert (SAX)

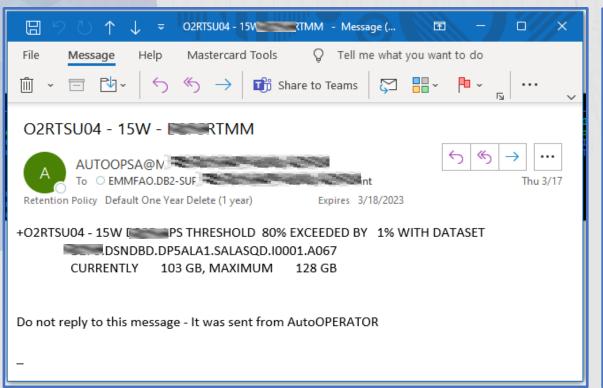
- Monitors physical data set limits (linear page set audit)
- Monitors partition sizes
- Monitors Sequence and Identity Limits
- Monitors degenerated extents
- Avoid running out of extents
- Monitors SMS storage groups
- Monitors DBAT usage

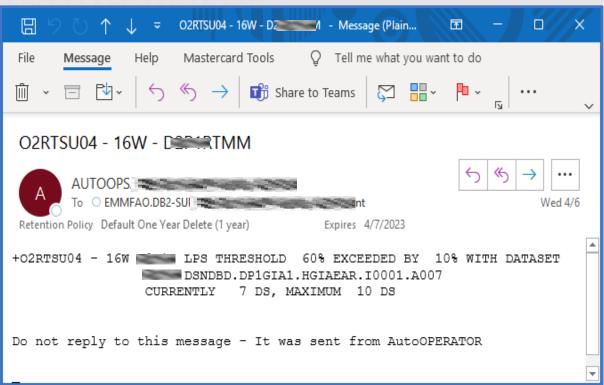
#### -START TRACE(MON) CLASS(32) IFCID(97,152,258) DEST(OPX) BUFSIZE(1024) COMMENT('SE RTM')

SAX is implemented as a started task. This task exploits IFCID technology to perform real-time monitoring of all Db2 extent activity, including the latest IFCID programming technique that supports the monitoring of data sharing groups through a single parallel SYSPLEX member. Extent monitoring is triggered whenever an extent request for a Db2 space occurs, or an LDS is allocated to catch DSSIZE = MAX Dataset size problems.

## Segus Software Examples







### Sequence Example:

INSERT INTO D2ADME1.TEST

VALUES (NEXT VALUE FOR

VALUES FOR THE IDENTITY COLUMN

OR SEOUENCE IS EXHAUSTED

```
D2ADME1.SPUFI.IN(SEQUENCE) -
EDIT
Command ===>
   ********
CREATE SEQUENCE D2ADME1.BOOKS ID
    AS DECIMAL (6)
    START WITH 1
    INCREMENT BY 1
    MINVALUE 1
    MAXVALUE 10
    NO CYCLE
    CACHE 20
    NO ORDER ;
```

```
RealTimeMaintain ------ On-Demand Parameters ---
                                           Command ===>
                                             JOB CLEANUP INTERVAL . . 24 - Delete jobs that have not run after
                                                                             this number of hours
                                              WorkLoadExpert SCHEMA. . - Schema name of WorkLoadExpert (optional)
                                              ACTIVE EXECUTION MODE .
                                                                                       - Enforce specific execution mode
                                             ACTIVE CURRENT DAY . . . - Enforce MON .. SUN/SP1/SP2/SP3
                                               CHANGED AT . . . . : 2016-08-25-13.49.18 BY . : INSTALL
                                               LAST RTS CHECK AT . : 0001-01-01-00.00.00
                                            Specify Space AssuranceExpert processing options:
                                             CHECK SYSSEQUENCES . . . B - Monitor SEQUENCES: N(o)/I(d)/S(eq)/B(oth)
                                                                                                 /P(K Value)/A(II)
                                                   TIME INTERVAL . . 30 - Time interval, 1 .. 1440 minutes
                                                                             - W(TO)/M(sg)/B(oth)/N(one)
                                                   EXCEEDED ACTION . B
                                             AUDIT
                                                                        O2RTS000 - 20W - Message (Plain Text)
                                                               Help Mastercard Tools Q Tell me what you want to do
                                                    O2RTS000 - 20W - 2RTMM
    (ID, NAME, DEPT, JOB, YEARS, SALARY, COMM)
                                                                                                  Reply All
                                                                                                          → Forward
BOOKS ID, 'GLASER', 01, 'MGR', 1, 20.00, 99);
                                                                                                          Mon 4/18/2022 1:15 PM
                                                    Retention Policy Default One Year Delete (1 year)
                                                                                       Expires 4/19/2023
                                                    +02RTS000 - 20W SEQ "D2ADME1". "BOOKS ID" EXCEEDED THRESHOLD 80% IS NOW 111% WITH
DSNT408I SOLCODE = -359, ERROR: THE RANG
                                                    MAXASSIGNEDVAL
```

#### Segus Software: DDF

Monitoring DDF activity:

#### PTF P21228:

- DDF History Panel (O2P904)
- DDF History Details Panel (O2P905)

- Create a history table of all DDF activity from all members
- Extract information from -DISPLAY DDF DETAIL command
  - Checks whether or not the threshold of DBAT or CONDBATS has been exceeded.

```
SpaceAssuranceExpert
                     ---- DDF History
                                                              Scroll ===> PAGE
Command ===>
                                                                     Db2: D2P1
Primary cmd: L(ocate TIMESTAMP), S(ort)
        cmd: D(etails)
Line
   TIMESTAMP
                              MEMB MAX
                                         CUR
                                                                    PERC
                                   DBAT
                                               DBAT CONDBAT CONDBAT
   2021-08-17-07.47.21.935688 DC10
                                     200
```

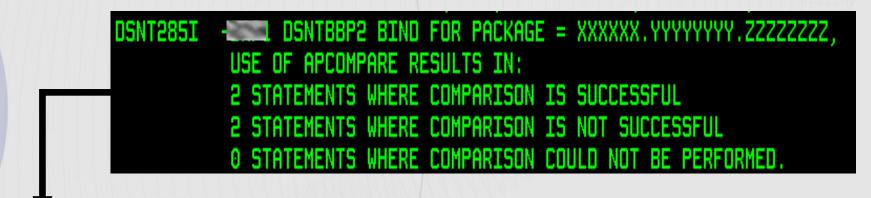
Db2 Profiles started in V9 and have been getting better with each new release. Profiles allow you to:

- Monitor remote threads and connections (TCP/IP)
- Set or disable optimization parameters for SQL statements
- Set thresholds for Query Acceleration
- Set registers for distributed clients

```
Browse DB2 Table
Command ===>
SYSIBM.DSN_PROFILE_TABLE (4/5)
                             LENGTH NULL VALUE
                    TYPE
AUTHID
                    VARCHAR
                                128 N
PLANNAME
                   VARCHAR
                                 24 Y
                                128 Y
COLLID
                    VARCHAR
PKGNAME
                   VARCHAR
                                128 Y
LOCATION
                    VARCHAR
                                254 Y
                    INTEGER
PROFILEID
                   TIMESTMP
PROFILE_TIMESTAMP
                                 26
                                         2020-11-14-19.02.38.437968
PROFILE ENABLED
                    CHAR
                    VARCHAR
                                 24 N
GROUP_MEMBER
REMARKS
                    VARCHAR
                                762 N
```

See Appendix for more details...

- During a weekend implementation, when do you find out the access path had changed?
   Monday morning?
- Look for Access Path monitoring software
- APCOMPARE: (added V10) This bind/rebind parameter determines whether the new access paths are different from the older access paths. We use WARN:



#### If versioning is used with package:

```
DSNT294I DSNTBCM2 BIND PACKAGE = xxxxxx.yyyyyyyy.zzzzzzz.(2021-12-22-05.28.49.921502),
TO PROCESS APCOMPARE AND/OR APREUSE, PRIOR ACCESS PATHS FROM VERSION (2021-10-21-11.09.33.918579) WERE USED.
```

#### If EXPLAIN = YES

```
ELECT SUBSTR(PROGNAME, 1, 8) AS PACKAGE, OUERYNO,
      SUBSTR(VERSION, 1, 28) AS VERSION, REMARKS
  FROM XXXXXXXX.PLAN TABLE
 WHERE REMARKS ^= ' '
               36422 2022-04-21-09.04.50.324752 APCOMPARE/APREUSE FAILURE (PREVIOUS ACCESS PATH NOT FOUND
                2613 2022-04-19-12.16.27.499451 APCOMPARE FAILURE (COLUMN: TNAME)
GP060100
                3299 2022-04-19-06.58.43.437614 APCOMPARE FAILURE (COLUMN: PREFETCH)
GP440935
                1002 2022-04-15-02.36.25.048477 APCOMPARE FAILURE (COLUMN: ACCESS DEGREE)
GP005050
                1853 2022-04-13-03.37.36.358204 APCOMPARE FAILURE (COLUMN: TNAME)
GP420065
                1520 2022-04-05-19.39.49.430599 APCOMPARE FAILURE (COLUMN: ACCESSNAME)
GP058913
                2405 2022-04-04-10.29.26.770328 APCOMPARE FAILURE (COLUMN: TABNO)
                1317 2022-04-01-06.06.35.681553
                                                  APCOMPARE/APREUSE FAILURE (PREVIOUS ACCESS PATH NOT FOUND)
GP004984
AR603020
                3587 2022-03-29-21.01.15.966449 APCOMPARE/APREUSE FAILURE (PREVIOUS ACCESS PATH NOT FOUND
```

#### If EXPLAIN = YES

SELECT SUBSTE SUBSTE FROM XXXXXX WHERE REMAE ORDER BY VE	R(PROGNAME,1,8 R(VERSION,1,28 XXX.PLAN_TABLE RKS ^= ' ' ERSION DESC		
PACKAGE	QUERYNO VER	RSION	
GP077450 GP077260 GP060100 GP440935 GP005050 GP420065 GP058913 GP004984 AR603020	36422 202 2613 202 3299 202 1002 202 1853 202 1520 202 2405 202 1317 202	2-04-21-09.04.50.324752 2-04-19-12.16.27.499451 2-04-19-06.58.43.437614 2-04-15-02.36.25.048477 2-04-13-03.37.36.358204 2-04-05-19.39.49.430599 2-04-04-10.29.26.770328 2-04-01-06.06.35.681553 2-03-29-21.01.15.966449	

Last step of bind is a rexx exec to copy msg DSNT285I and DSNT295I into a Db2 table.

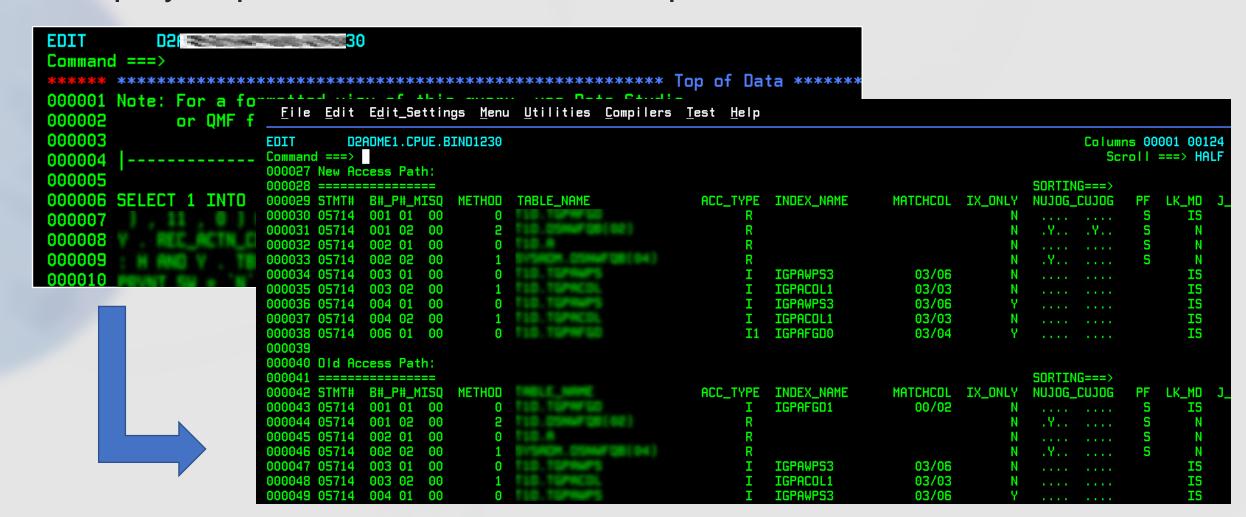
ISPF Dialog panels drill into changed access paths table and compares it to SYSPACKAGE.

```
Local SSID:
                            Access Path Compare
                                                                   Row 1 of 191
CMD ===>
                                                              SCR ===> PAGE
 A (Access Path Changes)
                                                    (Sorted by LOC, PKG, COLL, VER)
D (Package Details)
 J (Bind Job Details)
                                                                        Access
                                                                Package Path
                                  Version
SEL
    Location Package Collid
                                                     Bind Date
                                                               Trackd? Changed'
              BU101010 COLLBUA4
                                  2022-01-12-15.39. 2022-01-12 YES
              BU101011 COLLBUA4
                                  2022-01-12-15.40. 2022-01-12 YES
              BU101011 COLLBUA7
                                  2022-01-10-17.46. 2022-01-10 YES
              GP001430 COLLSUB4
                                  2022-03-17-10.31. 2022-03-17 YES
                                                                        19
              GP001570 COLLSUB4
                                  2022-02-16-07.43. 2022-02-16 YES
              GP001610 COLLSUBD
                                  2021-05-17-03.55. 2021-10-21 YES
                                                                        1
              GP002740 COLLSUBC
                                  2021-11-29-12.26. 2022-01-18 YES
              GP003140 COLLGPA4
                                  2022-01-04-15.17. 2022-01-04 YES
                                                                        10
              GP003780 COLLGPA7
                                  2022-01-28-13.44. 2022-01-28 YES
              GP004300 COLLGPA9
                                  2022-01-18-11.15. 2022-01-19 YES
              GP004300 COLLGPAC
                                  2022-01-20-23.28. 2022-01-20 YES
              GP004402 COLLGPA8
                                  2021-06-11-06.23. 2021-08-05 YES
              GP004413 COLLGPA9
                                  2021-08-24-16.48. 2021-08-24 YES
              GP004413 COLLGPAD
                                  2020-01-22-09.29. 2020-02-21 YES
              GP004427 COLLGPA9
                                  2021-08-27-07.14. 2022-01-20 YES
              GP004453 COLLGPA7
                                  2022-01-10-14.48. 2022-01-10 YES
              GP005051 COLLGPAA
                                  2021-07-29-09.49. 2021-07-29 YES
```

If EXPLAIN YES was bound, then SQL statement number can be found in the explain table. Take this SQL statement and display the SQL text.

```
Local SSID:
                       Access Path Compare -----
                                                        Row 1 of 4
CMD ===>
                                                   SCR ===> PAGE
5 (Full SQL Statement for message DSNT285I found in bind\rebind job)
    QUERY
   STMT# SQL Statement using a different access path
   5714 SELECT 1 INTO : H FROM ( SELECT DECIMAL ( SUBSTR ( Z . CLMN_TXT , 1
         SELECT 1 INTO : H FROM ( SELECT CASE WHEN B . NUM_CURR_CD_N = 'Y' TH
        SELECT 1 INTO : H FROM ( SELECT CASE WHEN B . NUM_CURR_CD_N = 'Y' TH
    7070
        SELECT 1 INTO : H FROM ( SELECT COALESCE ( A . RTE_TRNST_NUM , D . R
```

- Display Explain info from new access path:
- Display Explain info from old access path:



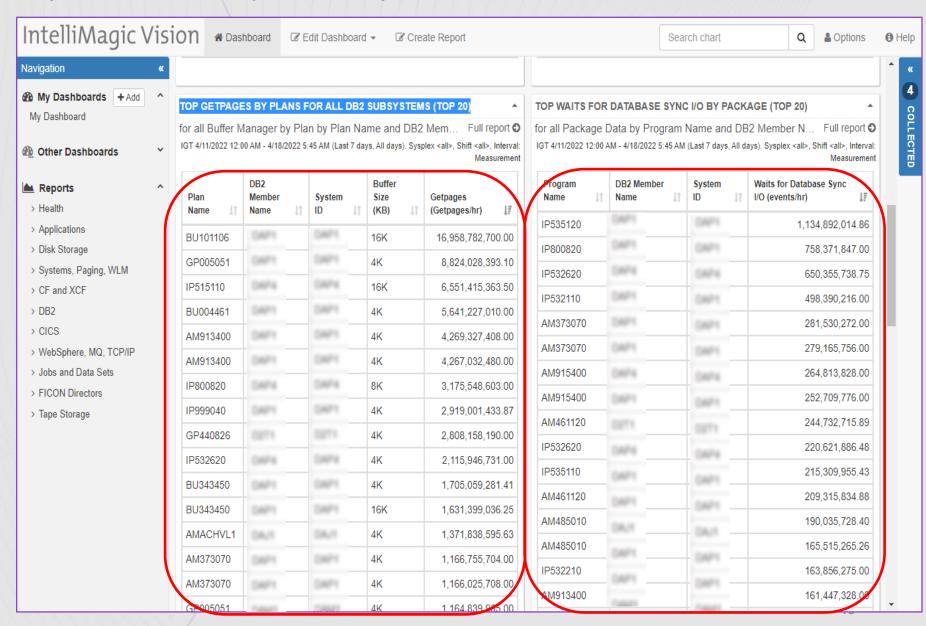
#### Intellimagic:

- RMF & SMF produce the world's richest source of machine-generated data.
- Takes RMF/SMF data and slices and dices this data various ways.
- Pre-canned reports (through a web browser) show this detail and provides a method of drilling down into this data.
- Build your own dashboard.
- Intelligent Navigation and drill downs.
- Weekly email.
- Db2 Data:
  - DFSMS statistics and configuration
  - Workload activity
  - Storage Data
  - Serialization Delay
  - Db2 statistics
  - Db2 accounting data

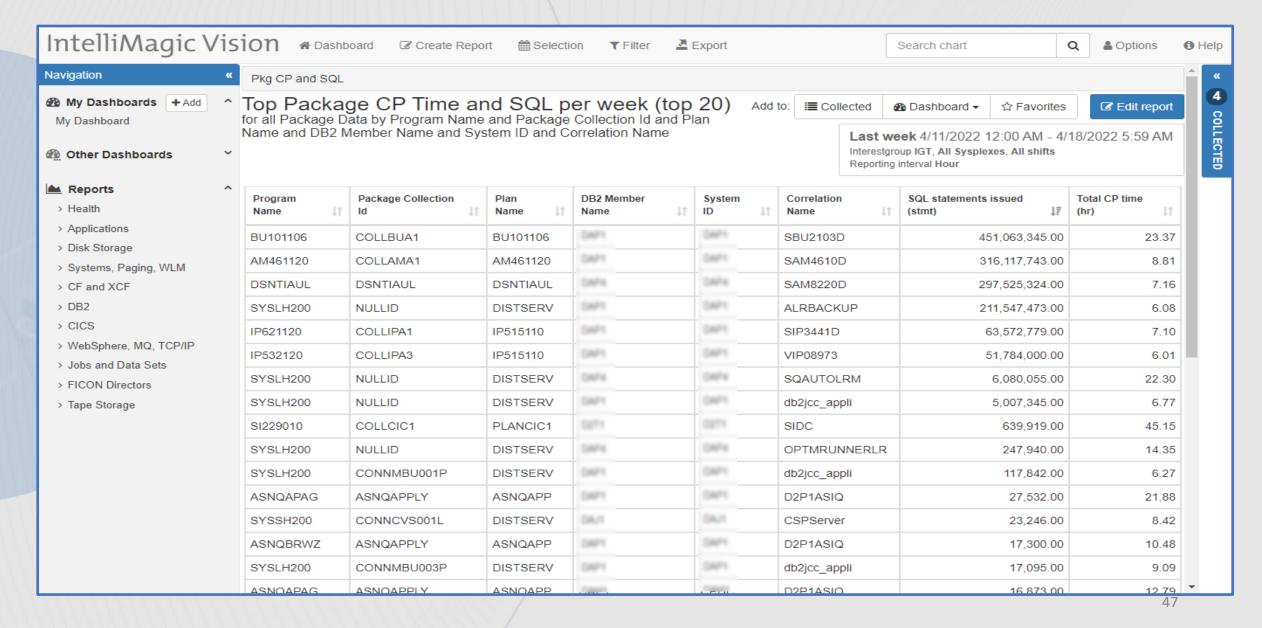
#### Intellimagic: Weekly email – Top 20 Reports

## IntelliMagic Vi:





#### Intellimagic Sample Report



### Intellimagic – Health Checks

DSND2P1

DSND2P3

DSND2P4









															Reportin
Data Sharing Group	Successful Rollback Requests	SSAM End of Tasks	SSAM End of Memory	Queued Create Thread Requests	Abort Requests Sent	Abort Requests Received	Columns with Invalid Select (Rebind needed)	Max Allowable Storage Usage Limit Exceeded	- li Chart	## Gri	d Drilldown	<b>~ 6</b>			
DSND2D1	•	•	•	•	•	•	•	•		140 -					
DSND2D2	0	A	•	•		•	•	•	t	120 -					
DSND2J1	•	•	•	•	•	•	•	•	S	100					
DSND2J2	•	•	•	•	•	•	•	•	s/spuedsns	80 -					
DSND2M1	•	0	•	•	•	•	•	•	dsns						M
DSND2M2	0	•	•	•	•	•	0	•	t	60 -				1	
DSND2M3	•	0	•	•	•	•	•	•		40 -					
DSND2M4										20					

## Monitoring Q-Replication:

- 1. We monitor critical conditions using ASNMON
- 2. Batch jobs to monitor latency for each schema CAPTURE/APPLY
- 3. We have weekly jobs showing any Q-apply exceptions by schema
- 4. AO alerts on certain errors like long running unit of work in progress, capture/apply taking dumps, etc...

```
ASN1096W
Page_DB2_DBA_Oncall (All)
ASN0197W
Page DB2 DBA Level1 Oncall (All)
ASN0575E
Page_DB2_DBA_Level1_Oncall (PROD and ( )
Page_DB2_DBA_Oncall (HA)
ASN70171
Page DB2 DBA Oncall (Case Only)
ASN7550E
Page_DB2_DBA_Level1_Oncall (PROD)
ASN7551E
Page_DB2_DBA_Level1_Oncall (PROD)
Page DB2 DBA ONCALL (HA/Crock)
ASN7553E
Page_DB2_DBA_Level1_Oncall (PROD)
Page_DB2_DBA_Oncall (HA/C
ASN89981
```

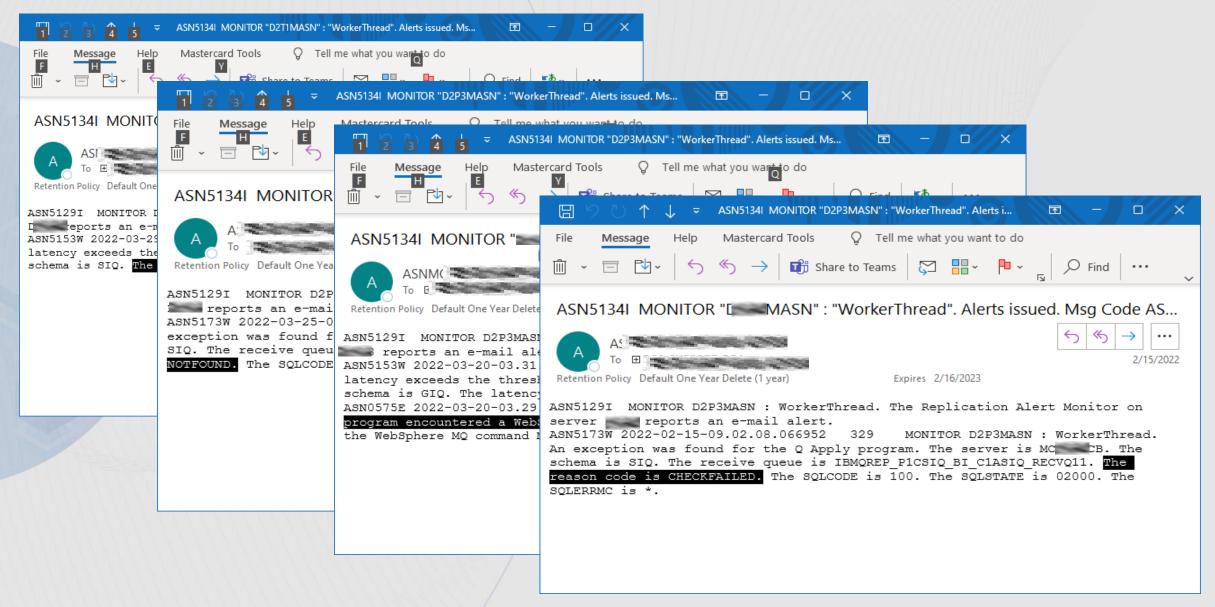
Page DB2 DBA Level1 Oncall (PROD/HA Only)

### Monitoring Q-Replication:

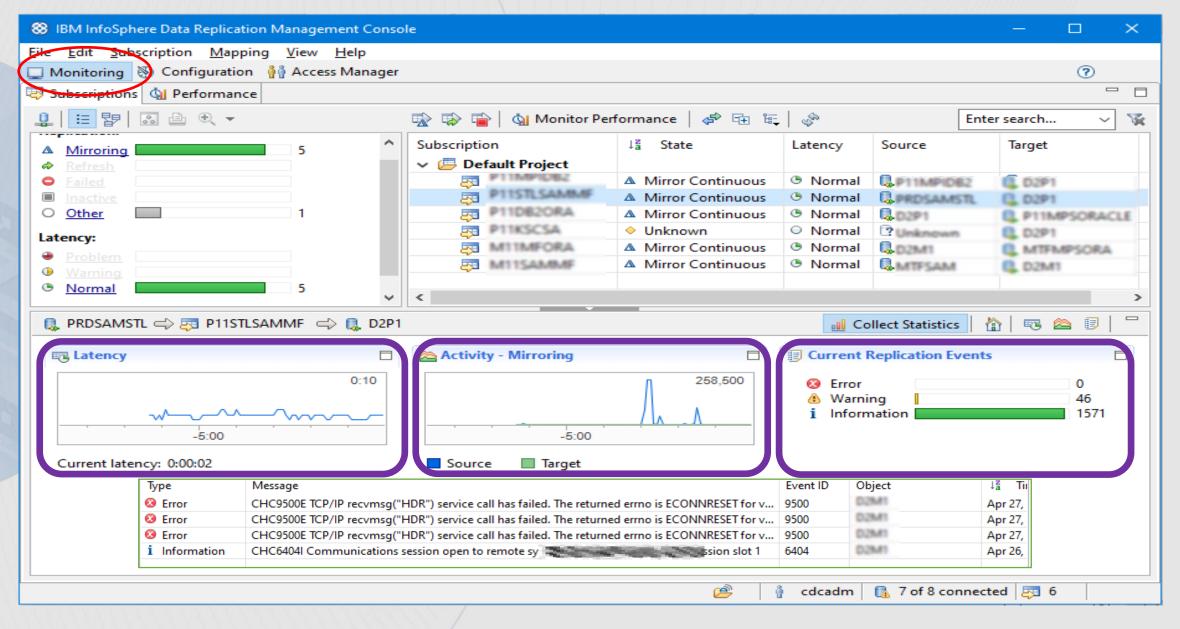
Define parameters to monitor Q-Rep

#### Table Name ASN. IBMSNAP ALERTS ASN. IBMSNAP APPPARMS ASN. IBMSNAP COMPENSATE ASN. IBMSNAP CONDITIONS ASN. IBMSNAP CONTACTGRP ASN. IBMSNAP CONTACTS ASN. IBMSNAP GROUPS ASN. IBMSNAP MONENQ ASN. IBMSNAP MONPARMS ASN. IBMSNAP MONSERVERS ASN. IBMSNAP MONTRACE ASN. IBMSNAP MONTRAIL ASN. IBMSNAP SUBS COLS ASN. IBMSNAP SUBS MEMBR ASN. IBMSNAP SUBS STMTS ASN. IBMSNAP SUSPENDS ASN. IBMSNAP TEMPLATES

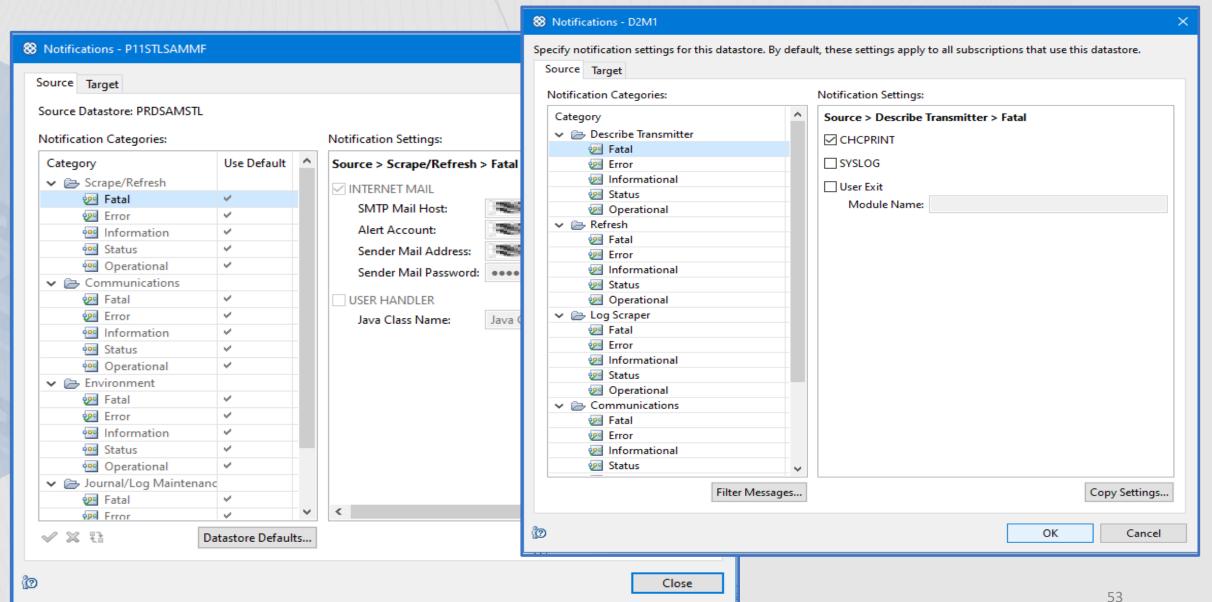
## Monitoring Q-Replication: ASNMON Alerts



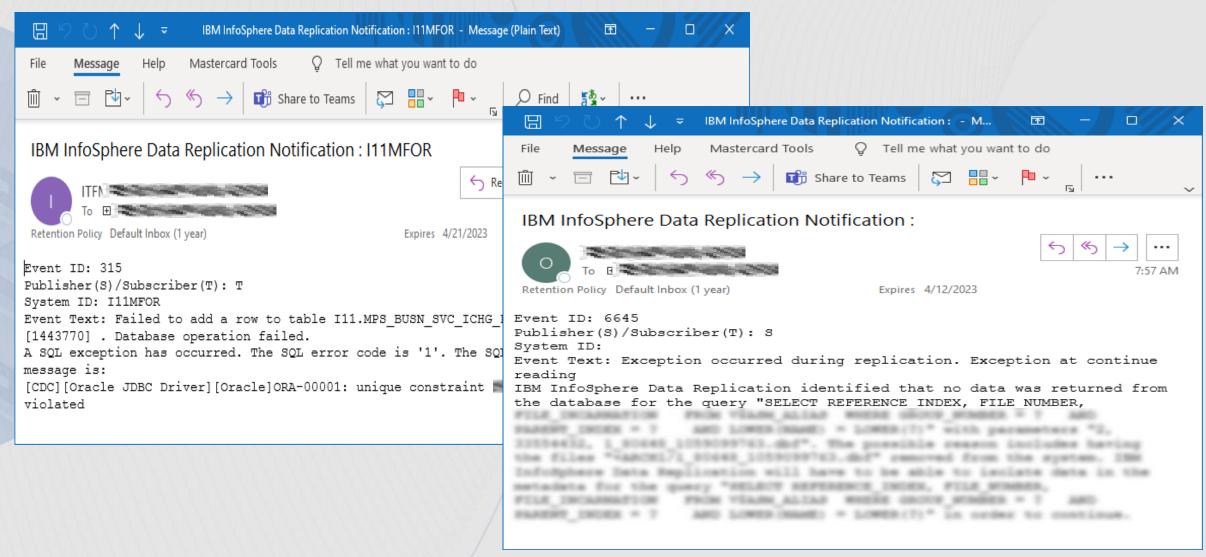
## CDC Replication: Change Data Capture



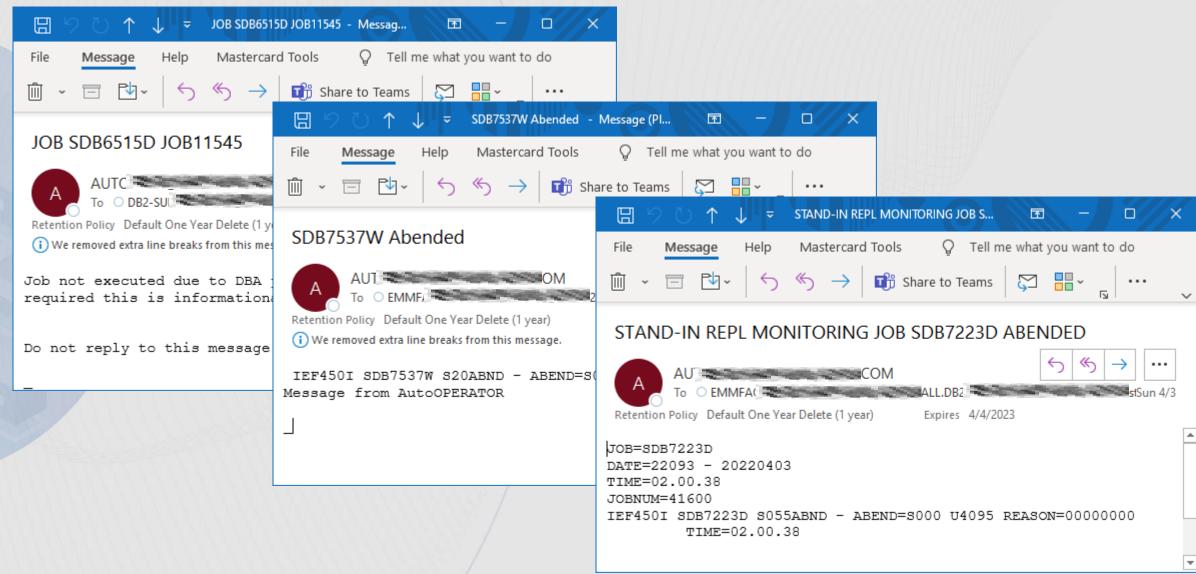
## CDC Replication: Monitoring Messages



### CDC Replication: Email examples



### Failed Jobs Alert Examples



#### Home Grown

- We all have home grown software
- Each company is unique with different requirements
- Do you build your own or do you purchase it?
  - Can you support home grown, after the inventers leave/retire?
  - Can you justify the purchase?
  - Is the software even available?
- TSO Panels to monitor Q-Rep
- TSO Panels to monitor access paths
- TSO Panels to monitor IDAA
- Batch interface to handle binds throughout the company

# No one is perfect and there will be things that are new that could cause an outage...



"Never waste a good outage"....John Campbell

Learn from it and grow forward and get better.

#### **Thank You**

Speaker: Tom Glaser

Company: Mastercard

Email Address: tom.glaser@mastercard.com

Session Code: B07

Please fill out your session evaluation before leaving!

## IBM Db2 Messages and Codes

Message	Description	Email/Paged?
DSNB204I	OPEN OF DATA SET FAILED	paged
DSNB217I	ONLINE RECOVERY FOR AN INCONSISTENT PAGE WAS UNSUCCESSFUL	paged
DSNB224I	DSNB224I csect-name- BUFFER MANAGER I/O ERROR DURING function, DSNAME = data-set-name , PAGE NUMBER=X'page-number', MM ERROR FLAG=X'aa', CSW STATUS=X'bbbb', SENSE BYTES=X'cccc', SEEK ADDRESS=X'dddddddddddddddddd'	skip
DSNB225I	DSNB225I csect-name- BUFFER MANAGER I/O ERROR DURING function, DSNAME = data-set-name, MM ERROR CODES=X'aaaaaaaa' DB2 REASON CODE=X'reason-code'	skip
DSNB228I	csect-name GROUP BUFFER POOL gbpname CANNOT BE ACCESSED FOR function	paged
DSNB235A	GRS RESOURCE SHORTAGE DETECTED BY DB2	email
DSNB250E	A PAGE RANGE WAS ADDED TO THE LOGICAL PAGE LIST	email
DSNB301E	GROUP BUFFER POOL gbp-name CANNOT BE CONNECTED DB2 REASON CODE	email
DSNB303E	A LOSS OF CONNECTIVITY WAS DETECTED TO GROUP BUFFER POOL	paged
OSNB304I	GROUP BUFFER POOL gbpname WAS SET TO 'DAMAGE ASSESSMENT PENDING' STATUS	email
OSNB311I	DBNAME database-name SPACENAME space-name INSTANCE instance-number PARTITION partition-number HAS PAGES IN THE LOGICAL PAGE LIST	email
OSNB312I	DBNAME database-name SPACENAME space-name INSTANCE instance-number PARTITION partition-number HAS PAGES IN THE LOGICAL PAGE LIST	email
DSNB313I	GROUP BUFFER POOL gpbname TO BE DISCONNECTED REASON=reason LOSSCONN PERCENTAGE=percentage	email
OSNB314I	DAMAGE ASSESSMENT TO BE TRIGGERED FOR GROUP BUFFER POOL gpbname REASON=reason	email
OSNB319A	THERE IS A SHORTAGE OF SPACE IN GROUP BUFFER POOL	email
DSNB325A	THERE IS A CRITICAL SHORTAGE OF SPACE IN GROUP BUFFER POOL	email
OSNB327I	GROUP BUFFER POOL gbp-name HAS ADEQUATE FREE SPAC	skip
DSNB355I	GROUP BUFFER POOL gbpname RECOVERY LRSN VALUES MIGHT CAUSE A DELAY IN GRECP RECOVERY. PAGE LEVEL	skip
DSNB356I	FOR GROUP BUFFER POOL gbp-name, THE CONDITION THAT CAUSED THE PREVIOUS DSNB355I MESSAGE DOES NOT CURRENTLY EXIST	skip

Message	Description	Email/Paged?
DSNB357I	AUTOMATIC LPL RECOVERY SUPPRESSED FOR OBJECT TYPE object-type OBJECT	email
DSNB741I	DUPLEXING COULD NOT BE ESTABLISHED FOR GROUP BUFFER POOL gbpname	email
DSNI005I	LPL OR GRECP RECOVERY CANNOT BE DONE FOR function-name - ID = function-id	paged
DSNI010I	BROKEN PAGE ACCESSED TYPE type NAME name MODNAME csect-name CONN-ID id	paged
DSNI012I	PAGE LOGICALLY BROKEN	skip
DSNI013I	POTENTIALLY INCONSISTENT DATA REASON reason ERQUAL erqual TYPE type	skip
DSNI014I	DATA IN USE DURING ABEND REASON 00C90101 ERQUAL error-qualifier TYPE	skip
DSNI031I	LOCK ESCALATION HAS OCCURRED FOR RESOURCE NAME = resource-name, LOCK	skip
DSNI033I	PAGE SET dbname.psname PART part-number IS MARKED REFP AND status ON BEHALF UR	email
DSNI052I	AN AGENT HAS EXCEEDED THE THRESHOLD FOR STORAGE USE IN WORK FILE DATABASE	email; feb 2021
DSNI053I	THE DB2 SUBSYSTEM HAS EXCEEDED THE THRESHOLD FOR STORAGE USE IN WORK FILE DATABASE	email; feb 2021
DSNJ004I	ACTIVE LOG COPY n INACTIVE, LOG IN SINGLE MODE	skip
DSNJ008E	nn OF mm ACTIVE LOGS ARE FULL	paged
DSNJ016E	WARNING - SYSTEM CHECKPOINT PROCESSOR MAY HAVE STALLED	paged
DSNJ017E	WARNING - OFFLOAD TASK HAS BEEN ACTIVE SINCE date-time	email
DSNJ030I	RBA RANGE start-rba TO end-rba NOT AVAILABLE IN ACTIVE LOG DATA SETS	skip
DSNJ031I	WARNING - UNCOMMITTED UR HAS WRITTEN number LOG RECORDS	skip
DSNJ032I	APPROACHING END OF THE LOG RBA RANGE	skip
DSNJ033E	THE LOG RBA MUST BE RESET BEFORE THE END OF THE LOG RBA RANGE IS REACHED	email 61

Message	Description	Email/Paged?
DSNJ034I	ACTION MUST BE TAKEN BEFORE THE END OF THE LRSN RANGE IS REACHED	email
DSNJ035E	ACTION MUST BE TAKEN BEFORE THE END OF THE LRSN RANGE IS REACHED	email
DSNJ100I	ERROR OPENING BSDSn DSNAME=, ERROR STATUS=eeii	paged
DSNJ102I	LOG RBA CONTENT OF LOG DATA SET DSNAME=, STARTRBA=	paged
DSNJ103I	LOG ALLOCATION ERROR DSNAME=dataset-name, ERROR STATUS=status-indicator	paged
DSNJ104I	RECEIVED ERROR STATUS nnn FROM macro-name FOR DSNAME dsname	paged
DSNJ105I	LOG WRITE ERROR DSNAME=dataset-name LOGRBA=rba-value, ERROR STATUS	paged
DSNJ106I	LOG READ ERROR DSNAME=dsname-value, LOGRBA=log-rba-value	paged
DSNJ107I	READ ERROR ON BSDS DSNAME=name ERROR STATUS=status	
DSNJ108I	WRITE ERROR ON BSDS DSNAME= ERROR STATUS	paged
DSNJ110E	LAST COPYn ACTIVE LOG DATA SET IS nnn PERCENT FULL	skip
DSNJ111E	OUT OF SPACE IN ACTIVE LOG DATA SETS	email
DSNJ113E	log-type log-value NOT IN ANY ACTIVE OR ARCHIVE LOG DATA SET	email
DSNJ114I	ERROR ON ARCHIVE DATA SET, OFFLOAD CONTINUING WITH ONLY ONE ARCHIVE DATA SET BEING GENERATED	skip
DSNJ115I	OFFLOAD FAILED, COULD NOT ALLOCATE AN ARCHIVE DATA SET	skip
DSNJ119I	BOOTSTRAP ACCESS INITIALIZATION PROCESSING FAILED	paged
DSNJ120I	DUAL BSDS DATA SETS HAVE UNEQUAL TIMESTAMPS, BSDS1 SYSTEM=timestamp	paged
DSNJ122I	DUAL BSDS DATA SETS ARE OUT OF SYNCHRONIZATION	paged
DSNJ124I	OFFLOAD OF ACTIVE LOG SUSPENDED FROM RBA XXXXXXX TO RBA XXXXXX DUE TO I/O ERROR	paged

Message	Description	Email/Paged?
DSNJ125I	ERROR DUMPING BSDS, OFFLOAD CONTINUING WITHOUT PRODUCING THE BSDS DUMP	skip
DSNJ126I	BSDS ERROR FORCED SINGLE BSDS MODE	paged
DSNJ128I	LOG OFFLOAD TASK FAILED FOR ACTIVE LOG nnnnn	email
DSNL007I	DDF IS ABNORMALLY TERMINATING	paged
DSNL008I	DDF ABNORMAL TERMINATION COMPLETE	skip
DSNL030I	DDF PROCESSING FAILURE FOR LUWID=luw-id REASON=reason-code	skip
DSNL074I	NUMBER OF CLIENT CONNECTIONS HAS EXCEEDED exceeded-percent % OF THE MAXIMUM ALLOWED	email
DSNL405I	THREAD luwid=token PLACED IN INDOUBT STATE BECAUSE OF COMMUNICATION FAILURE	Paged
DSNL406I	THREAD luwid=token AT PARTICIPANT location MAY BE INDOUBT BECAUSE OF A COMMUNICATION FAILURE.  DB2 COMMITTED THE THREAD. INFORMATION RECORDED	Paged
DSNL501I	CNOS PROCESSING FAILED FOR LU luname AND MODE modename	email
DSNL700I	CDB RESOURCE UNAVAILABLE, DEFAULTS MAY BE USED REASON=reason	email
DSNP001I	data-set-name IS WITHIN n BYTES OF AVAILABLE SPACE	skip
DSNP002I	DEFINE FAILED FOR data-set-name RC=reason-code CONNECTION-ID=connection-id	skip
DSNP007I	EXTEND FAILED FOR data-set-name	
DSNP011I	MEDIA MANAGER SERVICES ERROR FOR data-set-nam	skip
DSNP012I	ERROR IN ICF CATALOG LOCATE FUNCTION FOR data-set-name	skip
DSNP031I	CURRENT SPACE HAS nn EXTENTS FOR data-set-name	skip
DSNR035I	WARNING - UNCOMMITTED UR AFTER number CHECKPOINTS - CORRELATION NAME	skip
DSNR055I	RESTART SUSPENDED SINCE time IN module offset maint-lvl	skip

Message	Description	Email/Paged?
DSNR056I	RESTART SUSPENDED ON IRLM REQUEST. ONE HOLDER OF RESOURCE IS ss-name	skip
DSNS001I	SUBSYSTEM HAS EXCEEDED THE USER SPECIFIED REAL STORAGE USAGE THRESHOLD	email
DSNS002I	THE VALUE SPECIFIED FOR SUBSYSTEM PARAMETER REALSTORAGE_MAX IS EQUAL OR GREATER THAN AVAILABLE REAL STORAGE	skip
DSNS003I	SUBSYSTEM WARNING THRESHOLD FOR REAL STORAGE HAS BEEN DETECTED	skip
DSNS004I	SUBSYSTEM THRESHOLD FOR REAL STORAGE RELIEVED	skip
DSNT318I	PLAN=plan-name WITH CORRELATION-ID=correlation-id CONNECTION-ID=connection-id	skip
DSNT500I	RESOURCE UNAVAILABLE REASON reason-code TYPE resource-type NAME resource-name	skip
DSNT772I	Fail the connection request and issue the console message; issue every 5 min	email
DSNT774I	Fail the connection request and issue the console message	email
DSNU086I	I/O ERRORS ON SPACE= dddddddd. DATA SET NUMBER= nnn. I/O ERROR PAGE	email
DSNV086E	DB2 ABNORMAL TERMINATION REASON=reason-code	skip
DSNV508I	DSNVMON - DB2 DBM1 BELOW THE BAR STORAGE alert-level	email
DSNV509I	DSNVMON - DB2 monitor-name INTERNAL MONITOR STOPPING	email
DSNV516I	BEGINNING STORAGE CONTRACTION MODE	skip
DSNV517I	ENDING STORAGE CONTRACTION MODE	skip
DSNV522I	BEGIN DISPLAY OF OLDEST LATCH WAITERS CAUSING A BOOST	skip
DSNX881I	An accelerator server returned an alert message. message	email
DSNX906I	PROCEDURE OR FUNCTION name TERMINATED ABNORMALLY. THE PROCEDURE HAS BEEN STOPPED	skip
DSN7501A	SCA STRUCTURE sca-structure-name CONNECTIVITY FAILURE	paged
DSN7502I	SCA STRUCTURE sca-structure-name FAILURE, ATTEMPT TO REBUILD IS IN PROGRESS	paged

Message	Description	Email/Paged?
DSN7505A	THERE IS A SHORTAGE OF FREE STORAGE IN SCA STRUCTURE sca-structure-name	paged
DSN7506A	CONNECT TO THE SCA STRUCTURE sca-structure-name FAILED. MVS IXLCONN	skip
DSN7512A	THERE IS A CRITICAL SHORTAGE OF FREE STORAGE IN SCA STRUCTURE	email
DXR122E	ABEND UNDER IRLM TCB/SRB IN MODULE xxxxxxxxx ABEND CODE zzzz	paged
DXR142E	THE LOCK STRUCTURE wwwwwwww IS zzz% IN USE	skip
DXR143I	REBUILDING LOCK STRUCTURE BECAUSE IT HAS FAILED OR AN IRLM LOST CONNECTION TO IT	paged
DXR145I	REBUILDING LOCK STRUCTURE AT OPERATORS REQUEST	email
DXR167E	IRLM HAS DETECTED A DELAY IN COMPLETION OF VVVVVVVV PROCESS	email
DXR168I	DELAYED PROCESSES NO LONGER DETECTED	email
DXR169I	THE STORAGE SHORTAGE FOR LOCK STRUCTURE	email
DXR170I	THE LOCK STRUCTURE wwwwwwww IS zz% IN USE	skip
DXR175E	IRLM STORAGE SHORTAGE RELIEVED	skip
DXR186I	WAITER COUNT IS nnnnnnn FOR RESOURCE res-name HELD BY WU wu-addr	skip
DXR187I	WAITERS EXIST DURING DEADLOCK DETECTION CYCLE	skip
IXL158I	PATH chpid IS NOW NOT-OPERATIONAL TO CUID: cuid COUPLING FACILITY	paged

## IBM Db2 Reason Codes for -904

Reason Code	<b>Description</b>	<mark>Alert</mark>
00C200EA	Db2 is unable to perform the drain function on an object	email
00C200E0	A table space or index space cannot be accessed because Db2 is unable to create the referenced buffer pool	Paged
00C200E8	The buffer pool cannot be created because of insufficient virtual storage	Paged
00C20110	Db2 cannot access object because the highest formatted page is higher than that derived from the VSAM high-used RBA.	Paged
00C20206	An attempt was made to access a page which is currently in the logical page list	email
00C20208	The user attempted to access a group-buffer-pool-dependent page set or partition. However, the Db2 member was unable to connect to the group buffer pool because there was not enough hardware system area.	email
00C20252	Db2 is unable to obtain a physical lock	email
00C900A0	Object is in recover pending status	Paged
00C900A3	Object is in check pending status	Paged
00C90080	Object is readonly; an update is trying to take place	email
00C90081	An attempt was made to allocate a resource that is stopped for all access	email
00C90082	Db2 utility is executing against object	email
00C90083	Utility is executing, no updates permitted	email
00C90084	Our of temp space	email
00C90085	The limit of 253 extends for a temporary file has been reached	email
00C90086	In utility status	email
00C90096	The page or row lock on the page caused the total number of page or row locks concurrently held to reach the installation maximum number of page or row locks (NUMLKUS) allowed for a single agent in the system.	email
00C90305	Limit reached on thread for sort work-space	email
00D50001	You have exceeded the amount of space allowed for processing XML values.	email
00D70025	Could not create idcams file	Paged
00E7000E	IDAA Resource is unavailable	email
00E7000F	Deadlock condition	email
		67

## BMC Monitors Messages and Codes

## BMC Mainview for Db2 (monitors):

Monitor	Title	Message #	Being used?
#PRLF	I/O PRLL-FALL SEQ	DW0360W	Email
#PRLS	SYS PRLL QUERY FAILURE	DW0390W	Online Only
#TMO	TIMED OUT WAITING LOCK	DW0100W	Email
@ELAP	AVG ELAPSED TIME - FOR ID	DW0120W	Email
@ELGL	AVG WAIT-GLBL LOCK	DW0480W	Online Only
@ELGM	AVG WAIT-NTFY MSG	DW0470W	Online Only
@ELLK	AVG WAIT ON LOCKS	DW0170W	Email
@ELPL	AVG WAIT ON LATCH	DW0280W	Online Only
@ELSP	ELAP WAIT-SPROC TCB	DW0420W	Email
ARCDL	ARC READ DELAYED	DS1040W	Online Only
CNVLM	MAX CONV ZPRM LIMIT	DS1160W	Online Only
CSAP	CSA UTILIZATION %	DS0550W	Both
DBATQ	MAXDBAT QUEUED	DS1660W	Paged
DBTQD	DB THREAD QUEUED	DS0650W	Paged
DBTUT	DBAT MAXDBAT	DS1680W	Paged
DB2DP	DEMAND PAGING	DS0530W	Online Only
DDFCQ	DDF CONV QUEUED	DS0760W	Online Only
DDFT1	CONN TERM MAX TYPE1	DS1650W	Online Only

## BMC Mainview for Db2 (monitors):

Monitor	Title	Message #	Being used?
ECSAP	ECSA UTILIZATION %	DS0560W	Both
EDMUT	EDM POOL IN USE%	DS0300W	Both
EOMFL	EOM FAILURES	DS0160W	Online Only
EOTFL	EOT FAILURES	DS0170W	Online Only
GFAIL	NO CF STORAGE	DS1560W	Online Only
GNOEN	NO ENGINE AVAILABLE	DS1450W	Online Only
G2WRF	NO WRITE CF STORAGE	DS1640W	Online Only
LOGWT	LOG BUFF WAIT	DS0470W	Both
PRLSF	SYSPLEX QUERY FAILURE	DS0830W	Online Only
RIDUT	RID POOL IN USE%	DS0620W	Paged
RMTUT	REMOTE THR CONDBAT%	DS1210W	Paged
RTO	RECALL TIMEOUTS	DS0600W	Online Only
RWP	READS WITH PAGING	DS0340W	Online Only
THDID	INDOUBT THREADS	DS0100W	Online Only
THDQD	QUEUED THREADS	DS0090W	Online Only
THDUT	ACT THRD CTHREAD%	DS0070W	Online Only
THDWT	CREATE THREAD WAIT	DS0120W	Online Only
USLOK	USER SUSPENDS	DS0210W	Online Only
WKNBF	WORKFILE NO BUFFER	DS1140W	Online Only

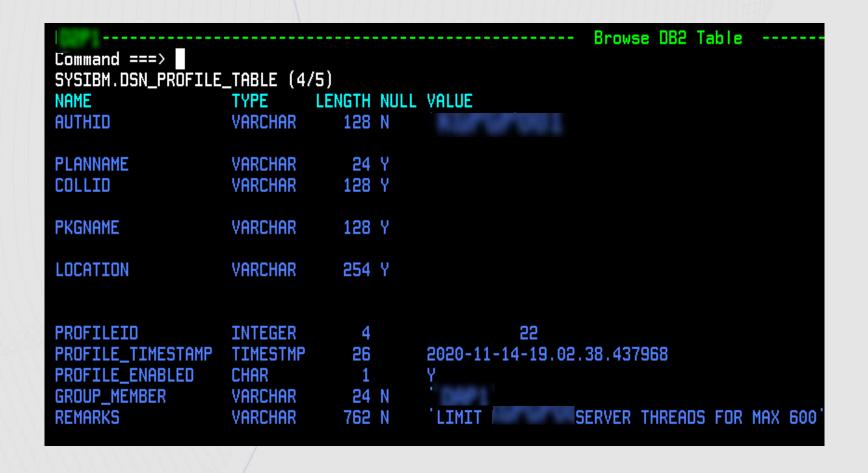
## Segus Software Messages and Codes

## Segus Software: Data Set Errors (ondemand)

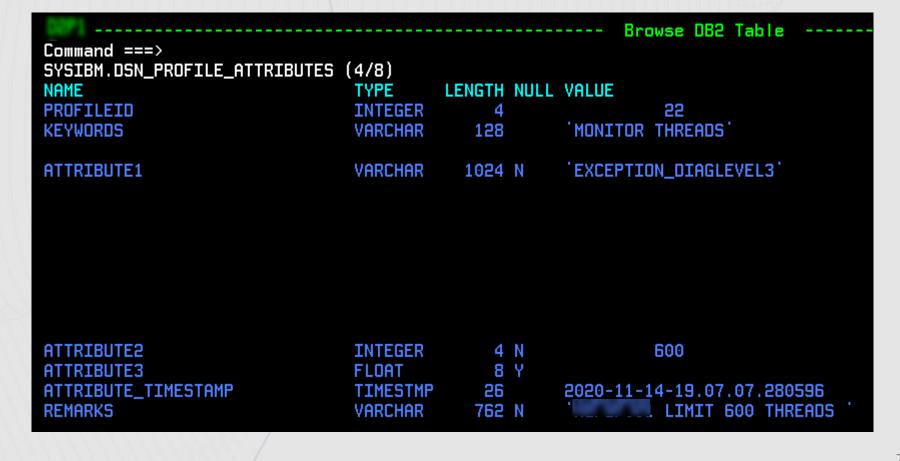
Message	Remarks	Alert?
O2RTSU04 - 12W	for LPS threshold warnings	email
O2RTSU04 - 13W	for LPS threshold critical warnings	paged
O2RTSU04 - 14W	for partitioned LPS threshold warnings	email
O2RTSU04 - 15W	for partitioned LPS threshold critical warnings	paged
O2RTSU04 - 16W	for partitioned by growth LPS threshold warnings	email
O2RTSU04 - 17W	for partitioned by growth LPS threshold critical warnings	paged
O2RTS000 - 20W	Monitor Sequences	email
	Note: Messages are written to SYSLOG, not MSTR	

## **Db2 Profiles for monitoring DDF**

- Insert record into SYSIBM.DSN\_PROFILE\_TABLE



- Insert record into SYSIBM.DSN\_PROFILE\_ATTRIBUTES



DSN\_PROFILE\_ATTRIBUTES table:

ATTRIBUTE1 column specifies how DB2 responds when a threshold is met.

- Action Taken:
  - WARNING A console message is issued at most every five minutes.
  - EXCEPTION If profile threshold is exceeded, DB2 takes action (the connection rejected, or thread queued, or thread canceled).
- Messaging:
  - DIAGLEVEL1 (default) with minimal information
  - DIAGLEVEL2 includes PROFILEID and reason code

For example: WARNING\_DIAGLEVEL1

**ATTRIBUTE2** column specifies the threshold value

- Number of connections or threads
- Number of seconds for idle threads

-STOP PROFILE

-START PROFILE

-DISPLAY PROFILE

```
DSNT753:

DSNT1DSP DISPLAY PROFILE REPORT FOLLOWS:

STATUS = ON

TIMESTAMP = 2022-04-03-02.43.36.620156

PUSHOUTS = O OUT OF 10000

DISPLAY PROFILE REPORT COMPLETE.

DSN9022I

DSNT1DSP 'DISPLAY PROFILE' NORMAL COMPLETION

***
```

#### Overhead

- IBM Query Monitor/TSO: 60 hours of CPU per month
- IBM Query Monitor/CAE: 4 hour of CPU per month

- Segus Software: .1 hour of CPU per month

- Mainview for Db2: 1475 hours of CPU per month

- ASNMON (Q-Rep): 7 hours of CPU per month