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   Collana   IBM redbooks

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   Soggetti   Computer networks - Security measures
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   Sommario/riassunto   This IBM Redbook describes problem diagnosis fundamentals and
                        analysis methodologies for the z/OS system. It provides guidelines for
                        the collection of relevant diagnostic data, tips for analyzing the data,
                        and techniques to assist in identifying and resolving of Language
                        Environment, CICS, CICSPlex/SM, MQSeries, VTAM, and DB2 problems.
                        Also described are some diagnostic procedures that are not purely
                        z/OS, but that are related to the various platforms (UNIX and Windows)
                        where IBM software executes and interacts with z/OS in a Client/Server
                        or distributed framework topology. This document shows you how to: -
                        Adopt a systematic and thorough approach to dealing with problems -
                        Identify the different types of problems - Determine where to look for
                        diagnostic information and how to obtain it - Interpret and analyze the
                        diagnostic data collected - Escalate problems to the IBM Support Center
                        when necessary Diagnostic data collection and analysis is a dynamic
                        and complex process. This redbook shows you how to identify and
                        document problems, collect and analyze pertinent diagnostic data and
                        obtain help as needed, to speed you on your way to problem
                        resolution.