

# ONDEMAND NEWSLETTER

NEWS AND TIPS ABOUT IBM CONTENT MANAGER ONDEMAND

1<sup>ST</sup> QUARTER 2016

## IN THIS ISSUE

### NEWS

About this Newsletter .....	1
Social Media .....	1
2016 Workshops announced .....	1
Content Manager OnDemand education ...	2
Content Manager OnDemand Loader for Kofax Capture .....	2
Event Update: Xploration 2016 .....	3
Fix pack 9.5.0.4 updated .....	4
New insurance industry infographic available .....	4
End of support for V8.5 .....	4

### TIPS – CROSS PLATFORMS

Refreshing the folder list in the OnDemand client .....	5
Setting the maximum trace log size for ODWEK tracing (Java APIs) .....	5
Error message when opening a PDF file in the Report Wizard .....	6
Search operators changed after folder field mapping .....	7

### TIP – MULTIPLATFORMS & IBM I

Reducing the size of the PDF output file . .	8
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### TIP – Z/OS

Running multiple ARSSOCKD started tasks against the same database .....	9
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### TIPS – IBM I

New option on the Start DSM command . .	11
Important server upgrade considerations .	11
Verbose startup now the default .....	13

### ADDITIONAL INFORMATION

## NEWS

### About this Newsletter

This newsletter is designed to keep you better informed about IBM® Content Manager OnDemand (CMOD) on all platforms. The newsletter is published quarterly.

Previous editions of this newsletter can be found in [support item 7024130](#). They are also available on the OnDemand User Group web site under the heading '[Presentations, Newsletters, and such](#)'.

Correspondence related to this newsletter should be directed to [odnews@us.ibm.com](mailto:odnews@us.ibm.com).

### Social Media

Follow [@IBM\\_ECM](#) on twitter for almost real-time news & updates on Content Manager OnDemand. Use #CMOD hashtag on your twitter posts to increase your tweets visibility.

Would you like to share your CMOD experience with your peers via the [ibmecomblog.com](http://ibmecomblog.com) site? If so, send your content, in 500 words or less, along with your name and title to the [IBM ECM team](#) for consideration.

### 2016 Workshops announced

The IBM Content Manager OnDemand workshops are a series of complimentary events held in cities around the world. The workshops feature both informative and how-to sessions with demonstrations of the latest features that IBM Content Manager OnDemand V9.5 has to offer from IBM product experts.

## ONDEMAND NEWSLETTER - 1<sup>ST</sup> QUARTER 2016

More details and registration are available on the [workshop web site](#). If you need additional information, for the North American workshops, contact [Bruce Foster](#) or [Greg Rochocki](#). For the world wide workshops, contact [Bud Paton](#).

The dates and locations of the workshops are:

- |                              |               |
|------------------------------|---------------|
| • Chicago, IL                | April 26 & 27 |
| • Thailand                   | May 11 & 12   |
| • Copenhagen, Denmark        | June 2-3      |
| • Zurich, Switzerland        | June 6-7      |
| • Prague, Czech Republic     | June 9-10     |
| • Johannesburg, South Africa | July 13-14    |
| • Palisades, NY              | Nov 8 & 9     |
| • Toronto, Canada            | Nov 15 & 16   |
| • South America              | TBD           |

### Content Manager OnDemand education

#### Instructor-led

OnDemand University<sup>SM</sup> instructor-led online training courses from enChoice provide all the benefits of live instruction without the hassle of travel time and costs – students can learn virtually from wherever an internet connection is available.

The instructor-led online classes are offered for the following weeks in 2016:

- May 2-6, 2016
- August 8-12, 2016
- October 3-7, 2016
- December 5-9, 2016

#### Self-Paced

Self-paced online training courses from enChoice are perfect for busy professionals who require flexibility with their class schedules. Classes may be taken any time, anywhere, at the student's own pace. Courses are created and taught in English by certified, IBM-authorized CMOD instructors.

Two self-paced courses are available:

#### *IBM Content Manager OnDemand Administration*

This is the foundational course for individuals interested in learning about the major functions of CMOD. The course starts with a basic overview of the system. It then teaches students how to create and maintain objects such as applications, application groups, and folders, and to index, load, and retrieve various types of documents and report files.

#### *IBM Content Manager OnDemand Advanced System Administration*

This self-paced course builds on the foundational course by providing system administration concepts for the CMOD solution. It provides students with a thorough understanding of CMOD architecture and system object concepts as well as storage administration, document storage and indexing components. The course also covers database configurations, command utilities, server APIs and the Web Enablement Kit (ODWEK).

To register for any of these classes, visit the [EnChoice Education page](#), the [IBM Education website](#), or contact your Avnet, Global Knowledge or LearnQuest training coordinator.

Custom or private remote or onsite classes are also available – simply contact [ODU@enchoice.com](mailto:ODU@enchoice.com) for more information.

### Content Manager OnDemand Loader for Kofax Capture

Alpha Cloud Labs announces the availability of their Content Manager OnDemand Loader for Kofax Capture. The CMOD Loader provides a high function replacement for the Kofax Capture Release Script.

The CMOD Loader is a client-side only application that:

- Installs and runs as a Windows service
- Runs on any Microsoft Windows® -based

## ONDEMAND NEWSLETTER - 1<sup>ST</sup> QUARTER 2016

Kofax server or Kofax client

- Monitors the default Kofax Capture Text Export directory
- Automatically uploads files to the IBM CMOD server
- Runs CMOD APIs to load the images/documents and indexes
- Creates a client-side log of all transactions

Compared to the existing release script, the CMOD Loader has these benefits:

CMOD Loader	Release Script
Technical support available	As-is code, no technical support
Created for all Kofax versions	Created for Kofax Capture v.5
Enables multi-value (multi-key) indexes	Limited to a single value per index
Supports Kofax Tables	No support for Kofax Tables
Export can run as a service	Export must run interactively
Created in Java	Created in older VB6
No mapped drive required	Requires a mapped drive
No separate CMOD load process required on the server	Separate CMOD load process must run on the server
Detailed client-side logging available	No index level logging

The Content Manager OnDemand Loader for Kofax Capture is available now for Content Manager OnDemand for i and will be available soon for Content Manager OnDemand for Multiplatforms.

More information can be found on the [Alpha Cloud Labs web site](#), or by contacting [Joe Wolken](#).

### Event Update: Xploration 2016

In this customer centric age, is your customer communication management ready? [IBM Content Manager OnDemand](#) has helped 2,000+ organizations manage their customer communications with XML, AFP, PDF, Archiving, and Customer Service. Your peers are ready to share their experience and collaborate with you at the Xploration® 16 event, where IBM CMOD is featured at Booth #18.

[Xploration® 16](#) is the Customer Communications Conference and will take place on April 5-7, 2016 at the Caribe Royale Orlando in Florida. Over 55+ educational sessions get all the information, best practices and insight into the changes in customer communications, why they are important, and what companies need to know in order to remain competitive.

Join Brian Phelps, IBM World Wide CMOD Sales Executive at the Speed Dating session on Tuesday, April 05, 10:08am-10:20am, Bonaire 1. Also join Bud Paton, IBM World Wide Enterprise Content Management Professional, on IBM CMOD speaking session about XML: Future-Proof Your Document Format on Tuesday, April 05 at 4:00pm, Bonaire 2. [Register here.](#)

If you missed the pre-conference webinar titled "The Future of CCM - It's not just about Printing Anymore in this New "Age of the Customer", by Brian Phelps, IBM, you can find the [Webinar recording here](#) and the [Webinar presentation PDF here](#).

### Fix pack 9.5.0.4 updated

The Tivoli Storage Manager (TSM) naming issue has been resolved and the server images are again available for download.

Affected customers who downloaded Content Manager OnDemand 9.5.0.4 prior to February 18, 2016 should download and install the new server packages from [IBM Fix Central](#).

Content Manager OnDemand for i customers who use TSM as their storage manager, and who have installed the 9.5.0.4 PTFs, should install replacement PTF SI59863 for v7.2 or PTF SI59862 for v7.1.

### Description of original problem

There was an issue in Content Manager OnDemand version 9.5.0.4 which can prevent access to historical data stored in TSM and cause any newly loaded data to be named incorrectly. The only customers potentially affected are those that use TSM and have a Content Manager OnDemand instance name of ARCHIVE on Multiplatforms or z/OS, or an instance name of QUSROND on Content Manager OnDemand for i.

The Content Manager OnDemand instance name is prepended to TSM storage objects to allow for multiple instances to use the same storage repositories, except when the instance name is ARCHIVE (or QUSROND). The omission of the default instance name (ARCHIVE or QUSROND) is done to provide backward compatibility.

Prior to the update for 9.5.0.4, when the instance name was ARCHIVE or QUSROND, it was being prepended to the TSM object names in error, causing object queries for older data stored in TSM to fail.

This item is adapted from [flash 1976832](#).

### New insurance industry infographic available

The latest in the industry aligned infographics series for CMOD, is the one for Insurance. The [new Infographic](#) - *Give customers what they demand: Top-notch service, any time, through any channel* highlights how insurance companies can deliver on the above with IBM Content Manager OnDemand.

### End of support for V8.5

Content Manager OnDemand V8.5 will reach end of support on April 30, 2016. Customers running V8.5 should be migrating to the latest release of Content Manager OnDemand, currently V9.5. See announcement letters [914-241](#) and [914-242](#).

# TIPS – CROSS PLATFORMS

## Refreshing the folder list in the OnDemand client

**Can I refresh the folder list or individual folder information without logging off and back on again?**

Yes. There are two methods that you can use to refresh folder information cached by the Content Manager OnDemand Windows client without logging off.

The first method is to specify a command line option on the client that will cause a folder to be refreshed whenever you open it. This is option /Q. You specify it right after the program name. For example:

```
C:\Program Files (x86)\IBM\OnDemand Clients\V9.5\bin\ARSGUI32.EXE /Q
```

When this parameter is specified, the client frees all memory associated with a folder when it is closed and refreshes the folder information from the server when it is reopened.

You might specify this for administrators who are going to be defining applications, application groups, and folders because the /Q option would allow them to make changes to the definitions and then not have to logoff the client in order to see the changes. They would just need to close the folder and then reopen it. For end users, you would not want to use the /Q option because it will take longer anytime they go back to open a folder that they had previously opened.

The other method of refreshing the folder information is to press the F5 key while the folder list is displayed. This will refresh the complete folder list, thus adding any new folders created after the user logged on. Using F5 with multiple folders open will close all the folders, display the message of the day (if you are using one), and then redisplay the folder list.

Using F5 clears the Content Manager OnDemand Windows client of any folder information. Then when you open a folder, the client has to get the information for that folder. Using the /Q option causes the Windows client to discard the information for the folder only when you close it. That could make a difference if you have a number of folders open and you only want to refresh one of them.

Note that F5 does not refresh all information in the client. For example, the list of holds is not updated.

## Setting the maximum trace log size for ODWEK tracing (Java APIs)

ODWEK logs can grow to be quite large very quickly when logging is set to trace level 4. By default, the log size is set to unlimited, meaning the trace log will continue to grow, appending to a single log file, until the application that hosts the APIs is stopped. If you need to have detailed tracing (level 4) turned on for an extended period of time, you might need to reduce the size of the log in order to manage system disk usage. If your application is writing to a single log file, this isn't possible.

## ONDEMAND NEWSLETTER - 1<sup>ST</sup> QUARTER 2016

Setting the ODConfig.MAX\_TRACELOG\_SIZE field value via a Properties object (as shown below) solves this issue. Setting this value determines the maximum size to which a single trace file can grow. As soon as the arswww.trace file reaches the specified threshold value, the trace file is renamed to arswww.trace.YYYYMMDD.HHMMSS, and a new arswww.trace is created. This cycle will continue until the application is terminated.

For example:

```
Properties props = new Properties();
props.setProperty(ODConfig.MAX_TRACELOG_SIZE, "500");
ODConfig cfg =
    new ODConfig(ODConstant.PLUGIN, //AfpViewer
                 ODConstant.ASCII,  //LineViewer
                 null,               //MetaViewer
                 200,                //MaxHits
                 "/tmp/applets",     //AppletDir
                 "ENU",              //Language
                 "/tmp",             //TempDir
                 "/tmp/trace",       //TraceDir
                 4,                  //TraceLevel
                 props);
ODServer odServer = new ODServer(cfg);
odServer.initialize("myApplicationName");
```

These ODConfig settings will create a trace file that can grow to up to a maximum size of 500 MB in the /tmp/trace directory.

### Error message when opening a PDF file in the Report Wizard

#### Why am I getting an error message when I try to open a PDF file in the Report Wizard?

While using the OnDemand Administrator client, when the Open button is pressed on the Open File dialog of the Report Wizard, the sample file isn't displayed. Instead, a message is displayed, similar to the following:

"C:\Program Files (x86)\Adobe\Acrobat 11.0\Acrobat\plug\_ins\ARSPDF32.API could not be loaded".

This problem can occur if Adobe Acrobat isn't installed or Adobe Acrobat is installed but the OnDemand plug-in wasn't copied to the Adobe Acrobat plug\_ins directory. When the OnDemand Administrator client is installed, arspdf32.api is automatically copied to the Adobe Acrobat plug\_ins directory. If the OnDemand Administrator client is installed before Adobe Acrobat (therefore the Adobe Acrobat plug\_ins directory does not exist), the user must manually copy arspdf32.api to the plug\_ins directory.

Note: If the PDF file is not displayed but there is no error message, ensure that you are using the V9.5 OnDemand Administrator client at V9.5.0.4 or higher.



## Search operators changed after folder field mapping

### Why did my search operators change after mapping application group fields to folder fields?

When a folder field is added, a default operator and the available search operators are automatically selected based on the data type of the folder field. The user can change the default operator and add or remove operators for the folder field. When the folder field is mapped to an application group, the default operator and available search operators can change; depending on what type of application group field is mapped to the folder field.

For example, if the folder field type is “Date” and the application group field that is mapped to the folder field is designated as a Segment field, the available search operators will be limited to “Equal” and “Between” and the default operator will be changed to “Equal”. The available search operators might have included other operators such as “Not Equal” and “Not Between” when the folder field was first added. Once the mapping is added, these operators become invalid for a Segment field so they are removed.

As another example, if the folder field type is “String” and the application group field that is mapped to the folder field is designated as an Application Identifier field, the available search operators will be limited to “Equal” and the default operator will be changed to “Equal”.

Note: The operators do not reset if the mapping is removed.

The following table lists the search operators available for each type of field supported by Content Manager OnDemand.

Field Type	Operators Available
String	Equal, Not Equal, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal, In, Not In, Between, Not Between, Like, Not Like
Decimal, Integer, Small Int, Big Int	Equal, Not Equal, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal, In, Not In, Between, Not Between
Date, Date/Time, Date/Time(TZ)  Date (old style), Date/Time (old style), Date/Time (TZ) (old style)	<ul style="list-style-type: none"> <li>• When the database field is not a segment field: Equal, Not Equal, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal, Between, Not Between</li> <li>• When the database field is a segment field: Equal, Between</li> </ul>
Time	Equal, Not Equal, Less Than, Less Than or Equal, Greater Than, Greater Than or Equal, Between, Not Between
Application Group, Segment, Text Search, Annotation Text Search, Annotation Color Search	Equal

Important: For any folder field that is mapped to an application group field whose display values are mapped to database values, specify only the “Equal” operator. The Content Manager OnDemand client ignores all other operators.

# TIP – MULTIPLATFORMS & IBM I

## Reducing the size of the PDF output file

Sometimes when you index a PDF file, you are surprised by the size of the output file (.out file extension) that was created by the indexing process. To reduce the size of the output file, we recommend using both resource collection (specify indexer parameter RESTYPE=ALL), and setting the bookmarks indexer parameter to NO, if the file contains Bookmarks (BOOKMARKS=NO).

However, even with these features enabled, the output file might still be larger than the input file. Several items are worth noting here:

- 1) The output file might be larger, not because it contains fonts or images, but because it contains multiple PDF documents. Each PDF document has a set of structures that are required by the PDF architecture. Therefore, multiple documents have more overhead than one PDF document.
- 2) Each document might contain a large number (for example, 20 or 30 or more) of image objects, or different fonts. Even though the image objects and fonts are collected in the resource file, each document contains wrappers for each image object and font that remain in the document.
- 3) You might also consider using the base 14 fonts. The base 14 fonts are not embedded in the document, because the PDF standard guarantees that they will be available within Adobe Acrobat Reader or Adobe Acrobat. When using fonts that are not in the base 14 fonts, the output file will contain more overhead (wrappers). Therefore, documents created with the base 14 fonts are smaller. We recommend using the base 14 fonts.

Item 2 might be alleviated by designing the input PDF file differently. We suggest that you talk to your PDF producer to determine if there is a method to combine image objects (or use less of them) when the document is created. Using fewer image objects and using fewer fonts or using base 14 fonts will reduce the output file size.

Base 14 Fonts			
Courier	Helvetica	Times-Roman	Symbol αβχδεφγηηκλμνοπ θρστυφωξψζΩΨΞς
<b>Courier-Bold</b>	<b>Helvetica-Bold</b>	<b>Times-Bold</b>	
<i><b>Courier-BoldOblique</b></i>	<i><b>Helvetica-BoldOblique</b></i>	<i><b>Times-BoldItalic</b></i>	ZapfDingbats ☺☻☼☽☾☿⌘⌡⌢⌣⌤⌥⌦⌧⌨〈〉⌫⌬⌭⌮⌯⌰⌱⌲⌳⌴⌵⌶⌷⌸⌹⌺⌻⌼⌽⌾⌿␣␤␥␦␧␨␩␪␫␬␭␮␯␰␱␲␳␴␵␶␷␸␹␺␻␼␽␾␿⠀⠁⠂⠃⠄⠅⠆⠇⠈⠉⠊⠋⠌⠍⠎⠏⠑⠒⠓⠔⠕⠖⠗⠘⠙⠚⠛⠜⠝⠞⠟⠠⠡⠢⠣⠤⠥⠦⠧⠨⠩⠪⠫⠬⠭⠮⠯⠰⠱⠲⠳⠴⠵⠶⠷⠸⠹⠺⠻⠼⠽⠾⠿⡀⡁⡂⡃⡄⡅⡆⡇⡈⡉⡊⡋⡌⡍⡎⡏⡐⡑⡒⡓⡔⡕⡖⡗⡘⡙⡚⡛⡜⡝⡞⡟⡠⡡⡢⡣⡤⡥⡦⡧⡨⡩⡪⡫⡬⡭⡮⡯⡰⡱⡲⡳⡴⡵⡶⡷⡸⡹⡺⡻⡼⡽⡾⡿⢀⢁⢂⢃⢄⢅⢆⢇⢈⢉⢊⢋⢌⢍⢎⢏⢐⢑⢒⢓⢔⢕⢖⢗⢘⢙⢚⢛⢜⢝⢞⢟⢠⢡⢢⢣⢤⢥⢦⢧⢨⢩⢪⢫⢬⢭⢮⢯⢰⢱⢲⢳⢴⢵⢶⢷⢸⢹⢺⢻⢼⢽⢾⢿⣀⣁⣂⣃⣄⣅⣆⣇⣈⣉⣊⣋⣌⣍⣎⣏⣐⣑⣒⣓⣔⣕⣖⣗⣘⣙⣚⣛⣜⣝⣞⣟⣠⣡⣢⣣⣤⣥⣦⣧⣨⣩⣪⣫⣬⣭⣮⣯⣰⣱⣲⣳⣴⣵⣶⣷⣸⣹⣺⣻⣼⣽⣾⣿⤀⤁⤂⤃⤄⤅⤆⤇⤈⤉⤊⤋⤌⤍⤎⤏⤐⤑⤒⤓⤔⤕⤖⤗⤘⤙⤚⤛⤜⤝⤞⤟⤠⤡⤢⤣⤤⤥⤦⤧⤨⤩⤪⤫⤬⤭⤮⤯⤰⤱⤲⤳⤴⤵⤶⤷⤸⤹⤺⤻⤼⤽⤿⥀⥁⥂⥃⥄⥅⥆⥇⥈⥉⥊⥋⥌⥍⥎⥏⥐⥑⥒⥓⥔⥕⥖⥗⥘⥙⥚⥛⥜⥝⥞⥟⥠⥡⥢⥣⥤⥥⥦⥧⥨⥩⥪⥫⥬⥭⥮⥯⥰⥱⥲⥳⥴⥵⥶⥷⥸⥹⥺⥻⥼⥽⥾⥿⦀⦁⦂⦃⦄⦅⦆⦇⦈⦉⦊⦋⦌⦍⦎⦏⦐⦑⦒⦓⦔⦕⦖⦗⦘⦙⦚⦛⦜⦝⦞⦟⦠⦡⦢⦣⦤⦥⦦⦧⦨⦩⦪⦫⦬⦭⦮⦯⦰⦱⦲⦳⦴⦵⦶⦷⦸⦹⦺⦻⦼⦽⦾⦿⧀⧁⧂⧃⧄⧅⧆⧇⧈⧉⧊⧋⧌⧍⧎⧏⧐⧑⧒⧓⧔⧕⧖⧗⧘⧙⧚⧛⧜⧝⧞⧟⧠⧡⧢⧣⧤⧥⧦⧧⧨⧩⧪⧫⧬⧭⧮⧯⧰⧱⧲⧳⧴⧵⧶⧷⧸⧹⧺⧻⧼⧽⧾⧿⨀⨁⨂⨃⨄⨅⨆⨇⨈⨉⨊⨋⨌⨍⨎⨏⨐⨑⨒⨓⨔⨕⨖⨗⨘⨙⨚⨛⨜⨝⨞⨟⨠⨡⨢⨣⨤⨥⨦⨧⨨⨩⨪⨫⨬⨭⨮⨯⨰⨱⨲⨳⨴⨵⨶⨷⨸⨹⨺⨻⨼⨽⨾⨿⩀⩁⩂⩃⩄⩅⩆⩇⩈⩉⩊⩋⩌⩍⩎⩏⩐⩑⩒⩓⩔⩕⩖⩗⩘⩙⩚⩛⩜⩝⩞⩟⩠⩡⩢⩣⩤⩥⩦⩧⩨⩩⩪⩫⩬⩭⩮⩯⩰⩱⩲⩳⩴⩵⩶⩷⩸⩹⩺⩻⩼⩽⩾⩿⪀⪁⪂⪃⪄⪅⪆⪇⪈⪉⪊⪋⪌⪍⪎⪏⪐⪑⪒⪓⪔⪕⪖⪗⪘⪙⪚⪛⪜⪝⪞⪟⪠⪡⪢⪣⪤⪥⪦⪧⪨⪩⪪⪫⪬⪭⪮⪯⪰⪱⪲⪳⪴⪵⪶⪷⪸⪹⪺⪻⪼⪽⪾⪿⫀⫁⫂⫃⫄⫅⫆⫇⫈⫉⫊⫋⫌⫍⫎⫏⫐⫑⫒⫓⫔⫕⫖⫗⫘⫙⫚⫛⫝̸⫝⫞⫟⫠⫡⫢⫣⫤⫥⫦⫧⫨⫩⫪⫫⫬⫭⫮⫯⫰⫱⫲⫳⫴⫵⫶⫷⫸⫹⫺⫻⫼⫽⫾⫿⬀⬁⬂⬃⬄⬅⬆⬇⬈⬉⬊⬋⬌⬍⬎⬏⬐⬑⬒⬓⬔⬕⬖⬗⬘⬙⬚⬛⬜⬝⬞⬟⬠⬡⬢⬣⬤⬥⬦⬧⬨⬩⬪⬫⬬⬭⬮⬯⬰⬱⬲⬳⬴⬵⬶⬷⬸⬹⬺⬻⬼⬽⬾⬿⭀⭁⭂⭃⭄⭅⭆⭇⭈⭉⭊⭋⭌⭍⭎⭏⭐⭑⭒⭓⭔⭕⭖⭗⭘⭙⭚⭛⭜⭝⭞⭟⭠⭡⭢⭣⭤⭥⭦⭧⭨⭩⭪⭫⭬⭭⭮⭯⭰⭱⭲⭳⭴⭵⭶⭷⭸⭹⭺⭻⭼⭽⭾⭿⮀⮁⮂⮃⮄⮅⮆⮇⮈⮉⮊⮋⮌⮍⮎⮏⮐⮑⮒⮓⮔⮕⮖⮗⮘⮙⮚⮛⮜⮝⮞⮟⮠⮡⮢⮣⮤⮥⮦⮧⮨⮩⮪⮫⮬⮭⮮⮯⮰⮱⮲⮳⮴⮵⮶⮷⮸⮹⮺⮻⮼⮽⮾⮿⯀⯁⯂⯃⯄⯅⯆⯇⯈⯉⯊⯋⯌⯍⯎⯏⯐⯑⯒⯓⯔⯕⯖⯗⯘⯙⯚⯛⯜⯝⯞⯟⯠⯡⯢⯣⯤⯥⯦⯧⯨⯩⯪⯫⯬⯭⯮⯯⯰⯱⯲⯳⯴⯵⯶⯷⯸⯹⯺⯻⯼⯽⯾⯿ⰀⰁⰂⰃⰄⰅⰆⰇⰈⰉⰊⰋⰌⰍⰎⰏⰐⰑⰒⰓⰔⰕⰖⰗⰘⰙⰚⰛⰜⰝⰞⰟⰠⰡⰢⰣⰤⰥⰦⰧⰨⰩⰪⰫⰬⰭⰮⰯⰰⰱⰲⰳⰴⰵⰶⰷⰸⰹⰺⰻⰼⰽⰾⰿⱀⱁⱂⱃⱄⱅⱆⱇⱈⱉⱊⱋⱌⱍⱎⱏⱐⱑⱒⱓⱔⱕⱖⱗⱘⱙⱚⱛⱜⱝⱞⱟⱠⱡⱢⱣⱤⱥⱦⱧⱨⱩⱪⱫⱬⱭⱮⱯⱰⱱⱲⱳⱴⱵⱶⱷⱸⱹⱺⱻⱼⱽⱾⱿⲀⲁⲂⲃⲄⲅⲆⲇⲈⲉⲊⲋⲌⲍⲎⲏⲐⲑⲒⲓⲔⲕⲖⲗⲘⲙⲚⲛⲜⲝⲞⲟⲠⲡⲢⲣⲤⲥⲦⲧⲨⲩⲪⲫⲬⲭⲮⲯⲰⲱⲲⲳⲴⲵⲶⲷⲸⲹⲺⲻⲼⲽⲾⲿⳀⳁⳂⳃⳄⳅⳆⳇⳈⳉⳊⳋⳌⳍⳎⳏⳐⳑⳒⳓⳔⳕⳖⳗⳘⳙⳚⳛⳜⳝⳞⳟⳠⳡⳢⳣⳤ⳥⳦⳧⳨⳩⳪ⳫⳬⳭⳮ⳯⳰⳱Ⳳⳳ⳴⳵⳶⳷⳸⳹⳺⳻⳼⳽⳾⳿ⴀⴁⴂⴃⴄⴅⴆⴇⴈⴉⴊⴋⴌⴍⴎⴏⴐⴑⴒⴓⴔⴕⴖⴗⴘⴙⴚⴛⴜⴝⴞⴟⴠⴡⴢⴣⴤⴥ⴦ⴧ⴨⴩⴪⴫⴬ⴭ⴮⴯ⴰⴱⴲⴳⴴⴵⴶⴷⴸⴹⴺⴻⴼⴽⴾⴿⵀⵁⵂⵃⵄⵅⵆⵇⵈⵉⵊⵋⵌⵍⵎⵏⵐⵑⵒⵓⵔⵕⵖⵗⵘⵙⵚⵛⵜⵝⵞⵟⵠⵡⵢⵣⵤⵥⵦⵧ⵨⵩⵪⵫⵬⵭⵮ⵯ⵰⵱⵲⵳⵴⵵⵶⵷⵸⵹⵺⵻⵼⵽⵾⵿ⶀⶁⶂⶃⶄⶅⶆⶇⶈⶉⶊⶋⶌⶍⶎⶏⶐⶑⶒⶓⶔⶕⶖ⶗⶘⶙⶚⶛⶜⶝⶞⶟ⶠⶡⶢⶣⶤⶥⶦ⶧ⶨⶩⶪⶫⶬⶭⶮ⶯ⶰⶱⶲⶳⶴⶵⶶ⶷ⶸⶹⶺⶻⶼⶽⶾ⶿ⷀⷁⷂⷃⷄⷅⷆ⷇ⷈⷉⷊⷋⷌⷍⷎ⷏ⷐⷑⷒⷓⷔⷕⷖ⷗ⷘⷙⷚⷛⷜⷝⷞ⷟ⷠⷡⷢⷣⷤⷥⷦⷧⷨⷩⷪⷫⷬⷭⷮⷯⷰⷱⷲⷳⷴⷵⷶⷷⷸⷹⷺⷻⷼⷽⷾⷿ⸀⸁⸂⸃⸄⸅⸆⸇⸈⸉⸊⸋⸌⸍⸎⸏⸐⸑⸒⸓⸔⸕⸖⸗⸘⸙⸚⸛⸜⸝⸞⸟⸠⸡⸢⸣⸤⸥⸦⸧⸨⸩⸪⸫⸬⸭⸮ⸯ⸰⸱⸲⸳⸴⸵⸶⸷⸸⸹⸺⸻⸼⸽⸾⸿⹀⹁⹂⹃⹄⹅⹆⹇⹈⹉⹊⹋⹌⹍⹎⹏⹐⹑⹒⹓⹔⹕⹖⹗⹘⹙⹚⹛⹜⹝⹞⹟⹠⹡⹢⹣⹤⹥⹦⹧⹨⹩⹪⹫⹬⹭⹮⹯⹰⹱⹲⹳⹴⹵⹶⹷⹸⹹⹺⹻⹼⹽⹾⹿⺀⺁⺂⺃⺄⺅⺆⺇⺈⺉⺊⺋⺌⺍⺎⺏⺐⺑⺒⺓⺔⺕⺖⺗⺘⺙⺚⺛⺜⺝⺞⺟⺠⺡⺢⺣⺤⺥⺦⺧⺨⺩⺪⺫⺬⺭⺮⺯⺰⺱⺲⺳⺴⺵⺶⺷⺸⺹⺺⺻⺼⺽⺾⺿⻀⻁⻂⻃⻄⻅⻆⻇⻈⻉⻊⻋⻌⻍⻎⻏⻐⻑⻒⻓⻔⻕⻖⻗⻘⻙⻚⻛⻜⻝⻞⻟⻠⻡⻢⻣⻤⻥⻦⻧⻨⻩⻪⻫⻬⻭⻮⻯⻰⻱⻲⻳⻴⻵⻶⻷⻸⻹⻺⻻⻼⻽⻾⻿⼀⼁⼂⼃⼄⼅⼆⼇⼈⼉⼊⼋⼌⼍⼎⼏⼐⼑⼒⼓⼔⼕⼖⼗⼘⼙⼚⼛⼜⼝⼞⼟⼠⼡⼢⼣⼤⼥⼦⼧⼨⼩⼪⼫⼬⼭⼮⼯⼰⼱⼲⼳⼴⼵⼶⼷⼸⼹⼺⼻⼼⼽⼾⼿⽀⽁⽂⽃⽄⽅⽆⽇⽈⽉⽊⽋⽌⽍⽎⽏⽐⽑⽒⽓⽔⽕⽖⽗⽘⽙⽚⽛⽜⽝⽞⽟⽠⽡⽢⽣⽤⽥⽦⽧⽨⽩⽪⽫⽬⽭⽮⽯⽰⽱⽲⽳⽴⽵⽶⽷⽸⽹⽺⽻⽼⽽⽾⽿⿀⿁⿂⿃⿄⿅⿆⿇⿈⿉⿊⿋⿌⿍⿎⿏⿐⿑⿒⿓⿔⿕⿖⿗⿘⿙⿚⿛⿜⿝⿞⿟⿠⿡⿢⿣⿤⿥⿦⿧⿨⿩⿪⿫⿬⿭⿮⿯⿰⿱⿲⿳⿴⿵⿶⿷⿸⿹⿺⿻⿼⿽⿾⿿⠀⠁⠂⠃⠄⠅⠆⠇⠈⠉⠊⠋⠌⠍⠎⠏⠑⠒⠓⠔⠕⠖⠗⠘⠙⠚⠛⠜⠝⠞⠟⠠⠡⠢⠣⠤⠥⠦⠧⠨⠩⠪⠫⠬⠭⠮⠯⠰⠱⠲⠳⠴⠵⠶⠷⠸⠹⠺⠻⠼⠽⠾⠿⡀⡁⡂⡃⡄⡅⡆⡇⡈⡉⡊⡋⡌⡍⡎⡏⡐⡑⡒⡓⡔⡕⡖⡗⡘⡙⡚⡛⡜⡝⡞⡟⡠⡡⡢⡣⡤⡥⡦⡧⡨⡩⡪⡫⡬⡭⡮⡯⡰⡱⡲⡳⡴⡵⡶⡷⡸⡹⡺⡻⡼⡽⡾⡿⢀⢁⢂⢃⢄⢅⢆⢇⢈⢉⢊⢋⢌⢍⢎⢏⢐⢑⢒⢓⢔⢕⢖⢗⢘⢙⢚⢛⢜⢝⢞⢟⢠⢡⢢⢣⢤⢥⢦⢧⢨⢩⢪⢫⢬⢭⢮⢯⢰⢱⢲⢳⢴⢵⢶⢷⢸⢹⢺⢻⢼⢽⢾⢿⣀⣁⣂⣃⣄⣅⣆⣇⣈⣉⣊⣋⣌⣍⣎⣏⣐⣑⣒⣓⣔⣕⣖⣗⣘⣙⣚⣛⣜⣝⣞⣟⣠⣡⣢⣣⣤⣥⣦⣧⣨⣩⣪⣫⣬⣭⣮⣯⣰⣱⣲⣳⣴⣵⣶⣷⣸⣹⣺⣻⣼⣽⣾⣿⤀⤁⤂⤃⤄⤅⤆⤇⤈⤉⤊⤋⤌⤍⤎⤏⤐⤑⤒⤓⤔⤕⤖⤗⤘⤙⤚⤛⤜⤝⤞⤟⤠⤡⤢⤣⤤⤥⤦⤧⤨⤩⤪⤫⤬⤭⤮⤯⤰⤱⤲⤳⤴⤵⤶⤷⤸⤹⤺⤻⤼⤽⤿⥀⥁⥂⥃⥄⥅⥆⥇⥈⥉⥊⥋⥌⥍⥎⥏⥐⥑⥒⥓⥔⥕⥖⥗⥘⥙⥚⥛⥜⥝⥞⥟⥠⥡⥢⥣⥤⥥⥦⥧⥨⥩⥪⥫⥬⥭⥮⥯⥰⥱⥲⥳⥴⥵⥶⥷⥸⥹⥺⥻⥼⥽⥾⥿⦀⦁⦂⦃⦄⦅⦆⦇⦈⦉⦊⦋⦌⦍⦎⦏⦐⦑⦒⦓⦔⦕⦖⦗⦘⦙⦚⦛⦜⦝⦞⦟⦠⦡⦢⦣⦤⦥⦦⦧⦨⦩⦪⦫⦬⦭⦮⦯⦰⦱⦲⦳⦴⦵⦶⦷⦸⦹⦺⦻⦼⦽⦾⦿⧀⧁⧂⧃⧄⧅⧆⧇⧈⧉⧊⧋⧌⧍⧎⧏⧐⧑⧒⧓⧔⧕⧖⧗⧘⧙⧚⧛⧜⧝⧞⧟⧠⧡⧢⧣⧤⧥⧦⧧⧨⧩⧪⧫⧬⧭⧮⧯⧰⧱⧲⧳⧴⧵⧶⧷⧸⧹⧺⧻⧼⧽⧾⧿⨀⨁⨂⨃⨄⨅⨆⨇⨈⨉⨊⨋⨌⨍⨎⨏⨐⨑⨒⨓⨔⨕⨖⨗⨘⨙⨚⨛⨜⨝⨞⨟⨠⨡⨢⨣⨤⨥⨦⨧⨨⨩⨪⨫⨬⨭⨮⨯⨰⨱⨲⨳⨴⨵⨶⨷⨸⨹⨺⨻⨼⨽⨾⨿⩀⩁⩂⩃⩄⩅⩆⩇⩈⩉⩊⩋⩌⩍⩎⩏⩐⩑⩒⩓⩔⩕⩖⩗⩘⩙⩚⩛⩜⩝⩞⩟⩠⩡⩢⩣⩤⩥⩦⩧⩨⩩⩪⩫⩬⩭⩮⩯⩰⩱⩲⩳⩴⩵⩶⩷⩸⩹⩺⩻⩼⩽⩾⩿⪀⪁⪂⪃⪄⪅⪆⪇⪈⪉⪊⪋⪌⪍⪎⪏⪐⪑⪒⪓⪔⪕⪖⪗⪘⪙⪚⪛⪜⪝⪞⪟⪠⪡⪢⪣⪤⪥⪦⪧⪨⪩⪪⪫⪬⪭⪮⪯⪰⪱⪲⪳⪴⪵⪶⪷⪸⪹⪺⪻⪼⪽⪾⪿⫀⫁⫂⫃⫄⫅⫆⫇⫈⫉⫊⫋⫌⫍⫎⫏⫐⫑⫒⫓⫔⫕⫖⫗⫘⫙⫚⫛⫝̸⫝⫞⫟⫠⫡⫢⫣⫤⫥⫦⫧⫨⫩⫪⫫⫬⫭⫮⫯⫰⫱⫲⫳⫴⫵⫶⫷⫸⫹⫺⫻⫼⫽⫾⫿⬀⬁⬂⬃⬄⬅⬆⬇⬈⬉⬊⬋⬌⬍⬎⬏⬐⬑⬒⬓⬔⬕⬖⬗⬘⬙⬚⬛⬜⬝⬞⬟⬠⬡⬢⬣⬤⬥⬦⬧⬨⬩⬪⬫⬬⬭⬮⬯⬰⬱⬲⬳⬴⬵⬶⬷⬸⬹⬺⬻⬼⬽⬾⬿⭀⭁⭂⭃⭄⭅⭆⭇⭈⭉⭊⭋⭌⭍⭎⭏⭐⭑⭒⭓⭔⭕⭖⭗⭘⭙⭚⭛⭜⭝⭞⭟⭠⭡⭢⭣⭤⭥⭦⭧⭨⭩⭪⭫⭬⭭⭮⭯⭰⭱⭲⭳⭴⭵⭶⭷⭸⭹⭺⭻⭼⭽⭾⭿⮀⮁⮂⮃⮄⮅⮆⮇⮈⮉⮊⮋⮌⮍⮎⮏⮐⮑⮒⮓⮔⮕⮖⮗⮘⮙⮚⮛⮜⮝⮞⮟⮠⮡⮢⮣⮤⮥⮦⮧⮨⮩⮪⮫⮬⮭⮮⮯⮰⮱⮲⮳⮴⮵⮶⮷⮸⮹⮺⮻⮼⮽⮾⮿⯀⯁⯂⯃⯄⯅⯆⯇⯈⯉⯊⯋⯌⯍⯎⯏⯐⯑⯒⯓⯔⯕⯖⯗⯘⯙⯚⯛⯜⯝⯞⯟⯠⯡⯢⯣⯤⯥⯦⯧⯨⯩⯪⯫⯬⯭⯮⯯⯰⯱⯲⯳⯴⯵⯶⯷⯸⯹⯺⯻⯼⯽⯾⯿ⰀⰁⰂⰃⰄⰅⰆⰇⰈⰉⰊⰋⰌⰍⰎⰏⰐⰑⰒⰓⰔⰕⰖⰗⰘⰙⰚⰛⰜⰝⰞⰟⰠⰡⰢⰣⰤⰥⰦⰧⰨⰩⰪⰫⰬⰭⰮⰯⰰⰱⰲⰳⰴⰵⰶⰷⰸⰹⰺⰻⰼⰽⰾⰿⱀⱁⱂⱃⱄⱅⱆⱇⱈⱉⱊⱋⱌⱍⱎⱏⱐⱑⱒⱓⱔⱕⱖⱗⱘⱙⱚⱛⱜⱝⱞⱟⱠⱡⱢⱣⱤⱥⱦⱧⱨⱩⱪⱫⱬⱭⱮⱯⱰⱱⱲⱳⱴⱵⱶⱷⱸⱹⱺⱻⱼⱽⱾⱿⲀⲁⲂⲃⲄⲅⲆⲇⲈⲉⲊⲋⲌⲍⲎⲏⲐⲑⲒⲓⲔⲕⲖⲗⲘⲙⲚⲛⲜⲝⲞⲟⲠⲡⲢⲣⲤⲥⲦⲧⲨⲩⲪⲫⲬⲭⲮⲯⲰⲱⲲⲳⲴⲵⲶⲷⲸⲹⲺⲻⲼⲽⲾⲿⳀⳁⳂⳃⳄⳅⳆⳇⳈⳉⳊⳋⳌⳍⳎⳏⳐⳑⳒⳓⳔⳕⳖⳗⳘⳙⳚⳛⳜⳝⳞⳟⳠⳡⳢⳣⳤ⳥⳦⳧⳨⳩⳪ⳫⳬⳭⳮ⳯⳰⳱Ⳳⳳ⳴⳵⳶⳷⳸⳹⳺⳻⳼⳽⳾⳿ⴀⴁⴂⴃⴄⴅⴆⴇⴈⴉⴊⴋⴌⴍⴎⴏⴐⴑⴒⴓⴔⴕⴖⴗⴘⴙⴚⴛⴜⴝⴞⴟⴠⴡⴢⴣⴤⴥ⴦ⴧ⴨⴩⴪⴫⴬ⴭ⴮⴯ⴰⴱⴲⴳⴴⴵⴶⴷⴸⴹⴺⴻⴼⴽⴾⴿⵀⵁⵂⵃⵄⵅⵆⵇⵈⵉⵊⵋⵌⵍⵎⵏⵐⵑⵒⵓⵔⵕⵖⵗⵘⵙⵚⵛⵜⵝⵞⵟⵠⵡⵢⵣⵤⵥⵦⵧ⵨⵩⵪⵫⵬⵭⵮ⵯ⵰⵱⵲⵳⵴⵵⵶⵷⵸⵹⵺⵻⵼⵽⵾⵿ⶀⶁⶂⶃⶄⶅⶆⶇⶈⶉⶊⶋⶌⶍⶎⶏⶐⶑⶒⶓⶔⶕⶖ⶗⶘⶙⶚⶛⶜⶝⶞⶟ⶠⶡⶢⶣⶤⶥⶦ⶧ⶨⶩⶪⶫⶬⶭⶮ⶯ⶰⶱⶲⶳⶴⶵⶶ⶷ⶸⶹⶺⶻⶼⶽⶾ⶿ⷀⷁⷂⷃⷄⷅⷆ⷇ⷈⷉⷊⷋⷌⷍⷎ⷏ⷐⷑⷒⷓⷔⷕⷖ⷗ⷘⷙⷚⷛⷜⷝⷞ⷟ⷠⷡⷢⷣⷤⷥⷦⷧⷨⷩⷪⷫⷬⷭⷮⷯⷰⷱⷲⷳⷴⷵⷶⷷⷸⷹⷺⷻⷼⷽⷾⷿ⸀⸁⸂⸃⸄⸅⸆⸇⸈⸉⸊⸋⸌⸍⸎⸏⸐⸑⸒⸓⸔⸕⸖⸗⸘⸙⸚⸛⸜⸝⸞⸟⸠⸡⸢⸣⸤⸥⸦⸧⸨⸩⸪⸫⸬⸭⸮ⸯ⸰⸱⸲⸳⸴⸵⸶⸷⸸⸹⸺⸻⸼⸽⸾⸿⹀⹁⹂⹃⹄⹅⹆⹇⹈⹉⹊⹋⹌⹍⹎⹏⹐⹑⹒⹓⹔⹕⹖⹗⹘⹙⹚⹛⹜⹝⹞⹟⹠⹡⹢⹣⹤⹥⹦⹧⹨⹩⹪⹫⹬⹭⹮⹯⹰⹱⹲⹳⹴⹵⹶⹷⹸⹹⹺⹻⹼⹽⹾⹿⺀⺁⺂⺃⺄⺅⺆⺇⺈⺉⺊⺋⺌⺍⺎⺏⺐⺑⺒⺓⺔⺕⺖⺗⺘⺙⺚⺛⺜⺝⺞⺟⺠⺡⺢⺣⺤⺥⺦⺧⺨⺩⺪⺫⺬⺭⺮⺯⺰⺱⺲⺳⺴⺵⺶⺷⺸⺹⺺⺻⺼⺽⺾⺿⻀⻁⻂⻃⻄⻅⻆⻇⻈⻉⻊⻋⻌⻍⻎⻏⻐⻑⻒⻓⻔⻕⻖⻗⻘⻙⻚⻛⻜⻝⻞



## TIP – Z/OS

### Running multiple ARSSOCKD started tasks against the same database

**How do you set up two started tasks that access the same database and split the workload between them?**

First, you need two stanzas in the ARS.INI file, one for each started task.

Here is what your ARS.INI file might look like for the first ARSSOCKD task:

```
[@SRV@_ABC900]
HOST=mvs222
PROTOCOL=2
PORT=1451
SRVR_INSTANCE=ABC900DB
SRVR_INSTANCE_OWNER=ODPROD
SRVR_OD_CFG=/etc/ars/V900/ars.abc900.cfg
SRVR_SM_CFG=/etc/ars/V900/ars.abc900.cache
SRVR_FLAGS_FOLDER_APPLGRP_EXIT=0
SRVR_FLAGS_SECURITY_EXIT=0
SRVR_FLAGS_FORCE_SECURITY=0
```

And for the second ARSSOCKD task:

```
[@SRV@_ABC902]    <----- this is different
HOST=mvs222
PROTOCOL=2
PORT=2451          <----- this is different
SRVR_INSTANCE=ABC900DB
SRVR_INSTANCE_OWNER=ODPROD
SRVR_OD_CFG=/etc/ars/V900/ars.abc900.cfg
SRVR_SM_CFG=/etc/ars/V900/ars.abc900.cache
SRVR_FLAGS_FOLDER_APPLGRP_EXIT=0
SRVR_FLAGS_SECURITY_EXIT=0
SRVR_FLAGS_FORCE_SECURITY=0
```

Note that only two settings are different.

Now we create two started tasks, which we could name anything.

```
//ARSSOCK0 PROC
//ARSSOCK0 EXEC PGM=ARSSOCKD,REGION=0M,TIME=NOLIMIT,
//* PARM='/ -S -I ABC900 -v'
...
```

and:

```
//ARSSOCK2 PROC
```

## ONDEMAND NEWSLETTER - 1<sup>ST</sup> QUARTER 2016

```
//ARSSOCK2 EXEC PGM=ARSSOCKD,REGION=0M,TIME=NOLIMIT,  
//* PARM='/ -S -I ABC902 -v' <----- this is different  
...  

```

Everything else is the same. Start both ARSSOCKD tasks. Using the different port numbers, sign on to each started task with a client to see that you can independently use each one.

You can also test using a simple batch job, changing only the instance name from ABC900 to ABC902.

Here's a sample job that you can submit. It simply displays the ARSSOCKD parameters:

```
// JOB  
//TMP1 EXEC PGM=IKJEFT01,REGION=0M,  
// DYNAMNBR=200  
//SYSPROC DD DSN=SYS1.SBPXEXEC,DISP=SHR  
//*  
//SYSTSPRT DD SYSOUT=*  
//*  
//SYSTSIN DD *  
 oshell /usr/lpp/ars/V9R0M0/bin/arssockd -I ABC900 -px  
//*
```

By using the -I parameter for your load jobs, you can direct loading to one started task or the other as desired. You can also split the OnDemand end-user client workload by having some users specify the port number for the first started task, and some specify the port number for the second started task.

# TIPS – IBM I

## New option on the Start DSM command

Previously, if the Disk Storage Management (DSM) process ended with an error, the Archived Storage Management (ASM) process would not be run, even if the value of the Run ASM (STRASMOND) parameter was set to \*YES. This sometimes caused objects to accumulate in the ASMREQUEST directory and to not be migrated to archive storage.

There is now a way to force ASM to run after DSM ends, even if DSM ends with an error.

A new value of \*FORCE can be specified for the STRASMOND keyword of the STRDSMOND command. Specifying \*FORCE will cause ASM to run after DSM ends, even if DSM ends with an error. The default value remains \*YES, which means that ASM will run after DSM ends only if DSM does not end with an error.

The required PTFs are:

- V7.1 – SI59421
- V7.2 – SI59422

## Important server upgrade considerations

There are a few things you should do before and after upgrading your Content Manager OnDemand for i software to a new release (such as upgrading from version 7.1 to 7.2) or to a new server version (such as upgrading from server version 9.5.0.3 to 9.5.0.4 via server upgrade PTFs).

### Inquiry message issued regarding server version upgrade

To help increase awareness of the installation of server upgrade PTFs, an inquiry message is now sent to the QSYSOPR message queue. The message requires a response to confirm that you are aware of and intend to apply server upgrade PTFs. Beginning with the PTFs for server version 9.5.0.0, when you start your first Content Manager OnDemand instance after applying the server upgrade PTFs, you will receive a message in the QSYSOPR message queue that requires a response. The message text is: THE CONTENT MANAGER ONDEMAND SERVER WILL BE UPGRADED TO SERVER VERSION 9500 (C G).

If you have reviewed the Read This First document and are ready to upgrade to the new server version, reply G to Go. If you need to cancel or delay the upgrade, reply C to Cancel. The message will be issued one time, at the start of the first instance after you apply the server upgrade PTFs. If you reply C to Cancel, then the message will continue to be issued until you reply G to Go or remove the PTFs. If you reply C to cancel the upgrade, contact IBM support if you need assistance to determine if you are ready for the server upgrade, or to remove the PTFs from your system.

See [support item 1698611](#) for more information on the server upgrade message.

## ONDEMAND NEWSLETTER - 1<sup>ST</sup> QUARTER 2016

### Before upgrading

- End all output queue and directory monitor jobs and Archived Storage Manager (ASM) jobs. To end a monitor job, issue the End Monitor (ENDMONOND) command for any monitors that are running. To end ASM, allow ASM to finish processing, or issue a controlled cancel on the ASM job if you cannot wait for it to finish.

If you have not ended your monitor jobs and ASM jobs and you attempt to start an instance after applying server upgrade PTFs, the server might fail to start and you might see error message ARS4118E in the server job log. If this occurs, end any monitor and ASM jobs that are active and then start the instance server again.

- Remove any non-IBM objects in the instance library that have a name that begins with 'ARS' and are not owned by the instance user profile.

Objects that begin with the characters 'ARS' that are found in the instance library that are not owned by the instance user profile cause the starting of the server to fail after server upgrade PTFs are applied. For example, you might use the default instance named QUSROND. If QUSROND is your instance name, then the instance library and instance user profile names are also QUSROND. You might have placed a user exit program named ARSEXIT in the QUSROND instance library. The exit program might be owned by MYUSER user profile instead of the QUSROND instance user profile if you were signed on as MYUSER when you created it. In this example, the QUSROND instance server will fail to start after applying server upgrade PTFs.

To correct the problem, look in the instance library for object names beginning with 'ARS' that are not owned by the instance user profile. If you find an object beginning with 'ARS' that is not owned by the instance user profile, you must do one of the following:

- move the object to a different library
- delete it if it is no longer needed, or
- change the owner of the object to be the instance user profile

To check the owner of objects in the instance library, run the following command from qshell:

```
ls -dl /qsys.lib/qusrond.lib/ARS*
```

If you leave non-IBM objects in the instance library that are not owned by the instance user profile and you attempt to start an instance after applying server upgrade PTFs, the server might fail to start and you might see error message ARS4118E in the server job log. If this occurs, select one of the corrective actions listed and then start the instance server again.

- Authorize the instance user profile(s) to the CHGAUT and CHGOWN commands

Each of your instance user profiles, which are named the same as the instance name, must have authority to run the Change Authority (CHGAUT) and Change Owner (CHGOWN) commands. For most customers, the instance user profiles will have the required authority, but this might not be true if your system's authorities have been modified.

## ONDEMAND NEWSLETTER - 1<sup>ST</sup> QUARTER 2016

To confirm the correct authorities, issue the Display Object Authority (DSPOBJAUT) command as shown below for either the CHGAUT or CHGOWN command objects:

```
DSPOBJAUT OBJ(CHGxxx) OBJTYPE(*CMD)
```

where CHGxxx is either CHGAUT or CHGOWN. \*PUBLIC or the instance user profiles must have at least \*USE authority.

If you need to change the authority, issue the Grant Object Authority (GRTOBJAUT) command as shown below for either the CHGAUT or CHGOWN command objects:

```
GRTOBJAUT OBJ(CHGxxx) OBJTYPE(*CMD) USER(myinstance) AUT(*USE)
```

where CHGxxx is either CHGAUT or CHGOWN, and myinstance is the name of the instance user profile that requires authority to the commands.

If the instance user profiles do not have the required authorities and you attempt to start an instance after applying server upgrade PTFs, the server might fail to start. If this occurs, grant the required authorities and then start the instance server.

### After upgrading

Start and test one instance before starting others (if you have multiple instances defined). After the first instance starts, test both storing and viewing of data to ensure that no problems exist. If no problems exist, start the remaining instances as needed. If you have a test instance and a production instance defined, you might consider working with the test instance first. This approach will greatly reduce the time it takes to resolve any issues that might arise that are unique to your environment.

This tip is adapted from [support item 1515197](#).

## Verbose startup now the default

When starting the Content Manager OnDemand for i server, verbose messages will now always be written to the server job log. You no longer have to specify the verbose option.

Verbose startup writes instance-specific configuration information into the server job log. This information includes settings from the ARS.INI and ARS.CFG files, as shown below:

```
CALL PGM(QRDARS/QRLMCTL1) PARM('QUSROND' '0' '*NONE')
ARS0286I Messaging initialization complete
ARS0287I Library server starting
ARS0291I Server instance: QUSROND
ARS0297I Server environment: Use security exit
ARS0295I ----- Start of server configuration information -----
[@SRV@_QUSROND]
PROTOCOL=2
PORT=1450
```

## ONDEMAND NEWSLETTER - 1<sup>ST</sup> QUARTER 2016

```
SRVR_INSTANCE=QUSROND
SRVR_INSTANCE_OWNER=QRDARS400
SRVR_OD_CFG=/QIBM/USERDATA/ONDEMAND/QUSROND/ARS.CFG
SRVR_DB_CFG=/QIBM/USERDATA/ONDEMAND/QUSROND/ARS.DBFS
SRVR_SM_CFG=/QIBM/USERDATA/ONDEMAND/QUSROND/ARS.CACHE
SRVR_FLAGS_SECURITY_EXIT=1
SRVR_OD_STASH=/qibm/userdata/ondemand/qusrond/ondemand.stash
HOST=LOCALHOST
[CFG]
ARS_MSGS_LANGUAGE=ENU
ARS_NUM_DBSRVR=5
ARS_ORIGINAL_CODEPAGE=0
ARS_AUTOSTART_INSTANCE=1
ARS_TMP=/QIBM/USERDATA/ONDEMAND/QUSROND/TMP
ARS_PRINT_PATH=/QIBM/USERDATA/ONDEMAND/QUSROND/PRTTMP
ARS_DISABLE_ARSLOG=1
ARS_SUPPORT_HOLD=1
ARS_LANGUAGE=ENU
[DBFS]
DBFS_NUM=0
[CACHE]
SMFS1=/QIBM/USERDATA/ONDEMAND/QUSROND/CACHE
SMFS_NUM=1
----- End of server configuration information -----
ARS0294I Activate server trace for more information
```



# ADDITIONAL INFORMATION

## Knowledge Centers

Content Manager OnDemand for Multiplatforms [Knowledge Centers](#)

Content Manager OnDemand for z/OS [Knowledge Centers](#)

Content Manager OnDemand for i [Knowledge Centers](#)

## Publication Libraries - Containing all PDF versions of the documentation

Content Manager OnDemand for Multiplatforms [Version 8.5](#) [Version 9.0](#) [Version 9.5](#)

Content Manager OnDemand for z/OS [Version 8.5](#) [Version 9.0](#) [Version 9.5](#)

Content Manager OnDemand for i [Version 7.1](#) [Version 7.2](#)

## Product System Requirements

Content Manager OnDemand for Multiplatforms [Version 8.5](#) [Version 9.0](#) [Version 9.5](#)

Content Manager OnDemand for z/OS [Version 8.5](#) [Version 9.0](#) [Version 9.5](#)

Content Manager OnDemand for i [Version 7.1](#) [Version 7.2](#)

## More Enterprise Content Management Web Sites

Content Manager OnDemand [Product Overview](#)

[Compatibility Matrix](#) for the Content Manager OnDemand clients and servers

Content Navigator [Product Overview](#)

IBM Software [Support Lifecycle](#) Policies (search for Content Manager OnDemand)

## Social Media

IBM Content Manager OnDemand is on social media, including [developerWorks](#) and [Facebook](#). For more information and links to all social media sites, see [support item 1673183](#).

## OnDemand User Group

The primary objective of the [OnDemand User Group](#) (ODUG) is to create an environment and network encouraging the exchange and development of information regarding Content Manager OnDemand and its associated products.

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