CA File Master Plus ™

Best Practices Guide

Version 9.0.00

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CA Technologies Product References

This document references the following CA Technologies products:

CA File Master™ Plus

CA Mainframe Software Manager™ (CA MSM)

Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At http://ca.com/support, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

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If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

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Best Practices Guide Process

These best practices represent years of product experience, much of which is based on customer experience reported through interviews with development, technical support, and technical services. Therefore, many of these best practices are truly a collaborative effort stemming from customer feedback.

To continue and build on this process, we encourage users to share common themes of product use that might benefit other users. Please consider sharing your best practices with us.

To share your best *practices, c*ontact us at techpubs@ca.com and preface your email subject line with "Best Practices for product name" so that we can easily identify and categorize them.

Documentation Changes

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

- Removed Mainframe 2.0 content and Mainframe Software Manager content.
- Edit Change Logs (see page 15)—Reformatted this section for clarity
- Servers in the Eclipse User Interface (see page 17)—Added a section under Configuration Best Practices for managing servers in the Eclipse UI.

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Chapter 1: Introduction

The guide introduces the CA Technologies mainframe management strategy and features, and describes the best practices for installing and configuring your product.

The intended audience of this guide is systems programmers and administrators who install, maintain, deploy, and configure your product.

Chapter 2: Installation Best Practices

This section contains the following topics:

Implement a Proactive Preventive Maintenance Strategy (see page 11)
CA Common Services (see page 13)
IBM APARs (see page 13)
Installation in a Test Environment (see page 14)

Implement a Proactive Preventive Maintenance Strategy

CA Technologies formerly delivered product maintenance using Service Packs. We have replaced this model with CA Recommended Service (CA RS) for z/OS, which provides more flexibility and granular application intervals. CA RS is patterned after the IBM preventive maintenance model, Recommended Service Upgrade (RSU). With CA RS, you can install preventive maintenance for most CA Technologies z/OS-based products in a consistent way on a schedule that you select (for example, monthly, quarterly, annually).

We recommend that you develop and implement a proactive preventive maintenance strategy whereby you regularly apply maintenance. You could follow the same schedule that you use to apply IBM maintenance, or you could implement a schedule for CA Technologies products only.

Business Value:

Keeping your products current with maintenance helps your team remain productive and minimize errors while safely protecting your systems. If you do not install preventive maintenance regularly, you risk encountering known problems for which we have published and tested fixes.

Our mainframe maintenance philosophy is predicated upon granting you the flexibility to maintain your sites and systems consistent with industry best practices and site-specific requirements. Our philosophy focuses on two maintenance types. Understanding each type can help you maintain your systems in the most efficient manner.

Note: This philosophy applies to the CA Next-Generation Mainframe Management stack products. For legacy products, contact CA Support for maintenance details.

Corrective Maintenance

Helps you address a specific and immediate issue. This type of maintenance is necessary after you encounter a problem. We may provide a test APAR when a new problem is uncovered, or a confirmed PTF when the problem has been resolved. Your primary goal is to return your system to the same functional state that it was before you experienced the issue. This type of maintenance is applied on an as-needed basis.

Preventive Maintenance

Lets you apply PTFs that we have created and made public. You may have experienced the issues that each PTF addresses. CA RS provides a way to identify all published maintenance that has been successfully integration-tested. This maintenance has been tested with other CA Technologies products, current z/OS releases, and IBM subsystems, such as CICS and DB2. Major CA RS service levels are published quarterly, with updates for HIPER and PE-resolving PTFs that are published monthly. After you test the CA RS level, we recommend that you accept that level before you apply a new CA RS level.

You can initiate a maintenance installation activity at any time. You can then install the current CA RS level of maintenance (recommended) or an earlier level. Additionally, you can install maintenance to support a new hardware device, software upgrade, or function using our FIXCAT method.

For all maintenance, *before* you initiate any maintenance action, obtain the current SMP/E HOLDDATA.

Important! CA Chorus™ Software Manager (CA CSM) - formerly known as CA Mainframe Software Manager™ (CA MSM) - is an intuitive web-based tool that can automate and simplify many CA Technologies product installation and maintenance activities. We strongly recommend that you use CA CSM to maintain your CA Technologies z/OS-based products.

More Information:

To apply preventive maintenance using CA CSM or from CA Support Online on http://ca.com/support, see the *Installation Guide* for your product and the CA CSM online help.

CA Common Services

Make sure you have installed the most current release of CA Common Services.

Business Value:

The latest release of CA Common Services contains the most current infrastructure updates, allowing you to successfully use the latest features and preventing potential errors that can occur from using out-of-date services.

For more information about CA Common Services, see the *Installation Guide*.

IBM APARs

Install all of the most recent IBM APARs appropriate for your environment.

Business Value:

If pertinent APARs are missing from your environment, it may impact the operation or performance of your CA Technologies products. We recommend that you review our current list of IBM APARs and apply only those that are appropriate to your environment.

Additional Considerations:

Be sure to review the system requirements in the *Installation Guide* and the upgrade information at support.ca.com. These locations explain any known conflicts or additional requirements you need to know when applying an APAR.

Installation in a Test Environment

Perform your installation and initial evaluations of a new release of the product and its components on a test system.

Business Value:

New releases of CA Technologies testing tools can always co-exist with previous releases, letting you test a new release on a test system while still running the older version on a production system. Evaluating the product in a test environment lets you detect any possible problems before you roll out the product to a production system.

Additional Considerations:

Always be sure to review any migration considerations in the *Installation Guide* before upgrading your CA Technologies product.

Chapter 3: Configuration Best Practices

This section contains the following topics:

Common Online Parameter Files (see page 15)
Edit Change Logs (see page 15)
Servers in the Eclipse User Interface (see page 17)

Common Online Parameter Files

Common online parameter files are found under the Setup Parm files option. They consist of the following partitioned data sets:

- DSN lists
- Selection criteria
- Reformat control
- Custom record layouts (CRLs)

Common online parameter files consist of partitioned data sets containing stored members that you can reference multiple times. Being able to reference the same stored member multiple times lets you save time.

Business Value:

Well-organized common parameter files using meaningful member names with succinct descriptions will reduce duplicate members and minimize mistakes.

Additional Considerations:

You should entrust someone to create all required parameter files' members into departmental parameter files. These members can then be copied into individual user parameter files. Users should configure their CA File Master Plus session to reference their individual parameter files and not those of the department.

Edit Change Logs

The edit change log data sets store the changes made to a file during a CA File Master Plus edit session. The efficient allocation and maintenance of these data sets ensures that you comply with your site's standards. Creating a strategy that best fits the needs of your environment simplifies the management and control of logged changes across systems.

Minimize Logging

Activate the change log feature only for the files that you are required to log.

Business Value:

Your change log data set will be uncluttered allowing you to locate files quickly. Logging every data set clutters the change log data set with unnecessary data.

Minimize Allocations

Set reasonable allocations for the change log data se. You can manage this by requiring a small primary allocation and a larger secondary allocation for the change log data set on the change log allocation parameters.

Business Value:

Correct allocations will minimize the amount of unused disk storage required for each log file.

Use One Change Log Data Set

Use only one change log data set for logging all editor updates. To do this, select K, Keep data set (add to same data set in next session) from the Change Log Data panel.

Business Value:

Having one change log data set prevents many data sets from cluttering your DASD environment and simplifies any effort to locate a particular update. You would only have one data set to search instead of many.

Use Concise Descriptions

Use a concise description of the editor changes in the Description of Change field on the Change Log Data panel. The description should detail the reason for updating the file and should meet your site's requirement guidelines.

Business Value:

Entering a concise description provides clear and concise documentation concerning the updates and makes problem identification easier.

Servers in the Eclipse User Interface

Define Multiple Servers

Define multiple servers on each LPAR where the product is licensed. Publish a list of available servers that end users can define in their Directory List view.

Business Value:

This high-availability model lets you access data set resources from any available LPAR.

Define Servers in Directory List View

Define all available servers in your Directory List View, but do not define any subordinate data set resources.

Business Value:

The status of each server to which you have connected is displayed in the Directory List View. When you have all your servers defined in the Eclipse UI, you are always aware of the status of every server you use. This increases your overall productivity.

Define Working Servers

Define a "working" server, using another server's host name and port number for the working server. This essentially creates a clone server. Define all data set resources under the working server, and use the working server for all of your daily CA File Master Plus activity. Use the Update Server menu command to change the working server's port and host to those of another active server.

Business Value:

Using a working server makes it easier to set up and maintain your CA File Master Plus environment. Instead of defining each data set and member under each server, you define each resource only once. When you configure the working server to access any active server, you maintain your complete list of resources. You also maintain a complete list of all the servers you use and their availability status.