

# CA MICS<sup>®</sup> Resource Management

## System Administrator Guide

Release 12.9



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### Contact CA Support

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- 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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# Chapter 1: Introduction

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As the CA MICS system administrator, you are the liaison between your organization and technical support. We send all CA MICS publications and materials to you (or to the area designated by your organization), and you should address all support questions, problems, and issues with CA Technical Support.

The System Administrator Guide serves as a central filing point for correspondence that applies to administering and maintaining CA MICS. This book:

- o Defines our support services
- o Provides procedures and forms for logging your modifications and critical user actions
- o Describes correspondence and publications that we send to you.

The remaining sections of this guide are:

Support Services  
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This section describes services available to CA MICS users.

Incident Log

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An incident is an unexpected occurrence, such as a power outage that results in less data than expected for a day's processing.

The Incident Log includes:

- o Forms for recording and tracking incidents
- o Special operational considerations that are unique to your installation, and therefore important to the long-term integrity of CA MICS
- o Database incidents
- o Key changes in CA MICS definitions

User Modification Descriptions

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This section contains forms for documenting CA MICS user modifications, which are changes you make to code we supply. In this section, we provide an index and a description form so you can track user modifications made to CA MICS.

System Requirements

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This section describes the IBM and SAS system software required to operate CA MICS.

Correspondence

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This section provides space to file documentation and correspondence from CA Technical Support that falls outside the scope of the other sections. Such items include new product announcements and temporary fixes (bypasses) for a special problem.

# Chapter 2: Support Services

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CA provides support services to ensure satisfaction and promote your involvement in managing CA MICS. Technical support provides assistance in:

- o Analyzing and resolving program and documentation errors
- o Interpreting CA MICS output and reports

This section contains the following topics:

[2.1 Support Service Objectives](#) (see page 10)

[2.2 Description of Support Services](#) (see page 11)

[2.3 Reporting Problems To CA](#) (see page 13)

[2.4 Support Website](#) (see page 14)

[2.5 The Product Support Program](#) (see page 14)

[2.6 Maintenance Policies](#) (see page 15)

[2.7 Contacting CA Technical Support](#) (see page 16)

## 2.1 Support Service Objectives

CA Technical Support is your initial contact and focal point for your inquiries. We provide:

- o Pre and post-installation coordination by determining if you have installed CA MICS within established guidelines
- o Answers to your questions about CA MICS product operations
- o Information about administering and maintaining CA MICS
- o Ongoing support through product changes and upgrades:
  - Product changes are maintenance and enhancements to CA MICS and support for other vendors' products. All product changes to CA MICS are distributed through the CA MICS Product Support Program (PSP).
  - Product upgrades are product changes that enhance CA MICS products. Updates are automatically distributed through the PSP to all licensed users of the applicable product. You may also request upgrades from technical support as they become available. Between PSP cycles, critical solutions may be published and made available for download at <http://ca.com/support> (see Section 2.4).

## 2.2 Description of Support Services

### Inquiries

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CA Technical Support provides answers to questions about CA MICS product operations, including:

- o Interpreting reports
- o Defining run procedures
- o Specifying input parameters
- o Using CA MICS products and its data collectors, which input data to the CA MICS update processes (SMF, RMF, TSO, and so on)

### Problems

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You may encounter problems caused by processing errors resulting in:

- o Abnormal termination of a program
- o An error in deriving elements
- o An operational malfunction
- o A reporting error
- o A documentation error

### Product Improvement

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We use the Demand Analysis Request (DAR) system to track and assess client software enhancement suggestions. We value your input and regularly review and analyze suggestions, often including your suggestions in future product releases.

To submit an enhancement suggestion, use one of the following resources:

- o Suggestion Box at <http://ca.com/support>.
- o The DAR form included in this section (When complete, mail it to CA using the address given under contact information on <http://ca.com/support>.)
- o Your local user group
- o Your Account Representative



## 2.3 Reporting Problems To CA

Suspected problems should be reported to CA by opening an issue with Technical Support at <http://ca.com/support>. You will be assigned a contact number that should be used in all correspondence and calls.

The types of information we may need include:

- o A copy of the computer runs, including:
  - JCL
  - JES logs
  - Allocation and de-allocation messages
  - Diagnostic reports
  - Dumps
  - MICSLLOG
  - SASLOG
  
- o A description of the problem or question
  
- o A listing of applicable PARMs and USER.SOURCE members
  
- o A listing of applicable SOURCE members that contain user changes
  
- o A printed listing of the CA MICS database files
  
- o A printout of the monitor data used as input
  
- o A machine readable copy of the data used as input
  
- o Include your site ID and the contact number that was assigned by Technical Support on all items that you send in.

For online technical assistance and a complete list of locations, primary service hours, and telephone numbers, contact Technical Support at <http://ca.com/support>.

## 2.4 Support Website

A support website enables our clients (with a current maintenance agreement) to use the World Wide Web to:

- o Gain real-time access to support information
- o Download fixes
- o Communicate with CA Technical Support on existing issues
- o Open new issues
- o Search for solutions and problems
- o Request automatic notification of critical (hyper) or informational solutions

Before using the support website for the first time, you will need to register online.

For online technical assistance and a complete list of locations, primary service hours, and telephone numbers, log onto <http://ca.com/support>.

## 2.5 The Product Support Program

The Product Support Program (PSP) distribution materials include documentation, installation instructions, and a distribution tape that contains:

- o Written descriptions of product changes
- o Pre-coded JCL for applying product changes
- o A guide telling you how to use the PSP  
This guide can either be printed during the installation process or downloaded in advance at <http://ca.com/support>. To download it, click Documentation under Download Resources.
- o A complete inventory of all CA MICS products

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## 2.6 Maintenance Policies

The following policies govern CA MICS maintenance and user modifications:

- o Review the product changes and apply those applicable to your installation within 120 days of receipt.
- o Apply standard CA MICS maintenance using PSP Online.
- o Apply all user-written changes to CA MICS modules using the IEBUPDTE utility.
- o Note all changes to CA MICS modules in the User Change Description Block at the front of each module. Separate areas are allocated for standard CA MICS maintenance and user modifications. Each change to the module is noted by one comment line. Modifications distributed through product upgrades and the CA MICS Service Pack automatically update the change logs.
- o In most cases, when we distribute CA MICS maintenance for the libraries listed below, PSP will NOT overwrite them. This safeguards user modifications that you have made.

MICS.USER.SOURCE  
MICS.PARMS

- o You are responsible for integrating CA MICS maintenance with user modifications (retrofitting).

## 2.7 Contacting CA Technical Support

For online technical assistance and a complete list of locations and phone numbers, log onto <http://ca.com/support>. Technical Support is available 24 hours a day, seven days a week for severity 1 issues.

For telephone assistance, call:

- o U.S. and Canada 1-800-645-3042

- o International (1) 631-342-4683

When sending correspondence or data to CA, always include your site ID and issue number on the outside and inside of the package or on the subject line for email correspondence.

Correspondence can be mailed to the address listed under contact information at <http://ca.com/support>.

# Chapter 3: Incident Log

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The incident log provides an audit trail of events that may affect the integrity or content of the CA MICS database. The incident log should contain, at a minimum:

- o An identifying number
- o The date
- o The name of the person who handled the incident
- o A description of the incident

It could also contain:

- o Information about the current maintenance level of CA MICS
- o Information about any anomalies relative to the completeness of the database or a database element
- o Notes regarding any special considerations related to CA MICS operation

The following are examples of the type of data you should enter in the log:

- o CA MICS Parameter Changes:
  - Date of change
  - Parameter name
  - Reason for change
- o Operational Problems:
  - Date
  - Type of problem
    - Operator cancellations
    - Tape errors
    - DASD space allocation problems
    - Database restores
    - Update restarts
    - Data processed out of sequence
- o CA MICS System Maintenance:
  - Date applied
  - Reference to product upgrade or release level number
  - Product change number
  - Other correspondence

- o User Modification:
  - Date applied
  - Reference to User Modification Description form
- o Data Element Changes:
  - Date of change
  - Variable name
  - Scope of change (for example, the element was changed on the indicated date, and retrofitted to online files and history files)
- o Data Lost Conditions:
  - Product
  - Date
  - Range of data lost
- o Data Collector Change (SMF, RMF, TSO, and so on):
  - Date and description of the change:
    - Product change number
    - Collection procedure
- o System Control Program Change:
  - Date and description of change:
    - New product release (FMID)
    - New PUT tape
    - Parameter changes
- o Hardware Changes:
  - Date and description of change:
    - New processor
    - Reconfiguration
- o CA MICS Product Additions:
  - Date of change
  - Product name

You may choose to keep the log either:

- o Online in the Operations Change Tracking (OPSCTF) file.

To log incidents in the OPSCTF file:

- access the CA MICS Workstation Facility (MWF)
- select option 3, SAS with CA MICS Libraries (MSAS)
- select option 4, CA MICS Data Entry (SCREENS)
- select one of the SAS/FSP functions shown
- choose 2, OPSCTF01-Environmental Change Tracking, as your Data Source

For more information, see the OPSCTF file documentation in

chapter 5 of the CA MICS Batch and Operations Analyzer Guide.

- o On paper, using the log form that follows.







# Chapter 4: User Modification Descriptions

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We provide modification standards in the CA MICS System Modification Guide. This document provides valuable insight into the structure of CA MICS and proven methods for adding code to tailor CA MICS to your needs. Study the document carefully BEFORE developing a user modification and discuss questions about technique and methodology with CA Technical Support.

You will find User Modification Description forms in this chapter. They are useful during your organization's internal code review process and for historical documentation of in-house changes to CA MICS. Technical support may also request information from this form when resolving a component problem.

The title and number on the form should agree with those listed in the User Change Description block. This block appears at the front of each CA MICS source code module following the Vendor Change Description and should contain a one-line description of each modification you make to the module.

We strongly recommend that you attach a copy of your changes (in IEBUPDTE format) to the User Modification Description form for reference during CA MICS maintenance activities.



User Modification Description

-----

```
+-----+
|                                     |
|               User Modification     |
|               Description           |
|=====|
|Title:_____|
|Modification Number:_____|
|Written by:_____|
|Modification Date:_____|
|Description:_____|
|_____|
|Reason for modification:_____|
|_____|
|_____|
|MICS.SOURCE modules modified:_____|
|_____|
|MICS.USER.SOURCE modules modified:_____|
|_____|
|MICS.CLIST modules modified:_____|
|_____|
|Modification source library:_____|
|_____|
|Modification source members:_____|
|_____|
+-----+
```

```
+-----+
|                                     |
|                               User Modification Description                               |
|=====|
| Title: _____ |
| Modification Number: _____ |
| Written by: _____ |
| Modification Date: _____ |
| Description: _____ |
|                                     |
| Reason for modification: _____ |
|                                     |
| MICS.SOURCE modules modified: _____ |
|                                     |
| MICS.USER.SOURCE modules modified: _____ |
|                                     |
| MICS.CLIST modules modified: _____ |
|                                     |
| Modification source library: _____ |
|                                     |
| Modification source members: _____ |
|                                     |
+-----+
```





# Chapter 5: Obsolete

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This chapter is intentionally left blank.



# Chapter 6: System Requirements

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To operate CA MICS, your site must have certain levels of prerequisite CA software and other vendors' software. The following sections further describe these requirements, as well as the product releases supported by CA MICS:

This section contains the following topics:

[6.1 CA Software](#) (see page 32)

[6.2 System Software](#) (see page 33)

[6.3 TSO](#) (see page 36)

[6.4 ISPF and ISPF/PDF](#) (see page 37)

[6.5 IBM Assembler](#) (see page 37)

[6.6 SAS System Software Requirements](#) (see page 38)

[6.7 Data Sources Supported](#) (see page 40)

## 6.1 CA Software

CA MICS requires CA LMP (License Management Program) to execute the CA MICS installation, operation, and parameter generation jobs.

CA LMP is one of the CA Common Services for z/OS. It provides a standardized and automated approach to the tracking of licensed software. It must be installed and operational before you can install or run CA MICS.

For more information on the way CA LMP works with CA MICS, see Section 3.2.2 in the PIOM. For a full description of the procedure for defining the CA LMP execution key to the CAIRIM (CA Resource Initialization Manager) parameters, see the section on CA LMP in the CA Common Services for z/OS Administrator Guide.

Several CA MICS Management Support Options include analysis capabilities based on CA's U.S. patented Neugents(R) technology. CA MICS use of Neugents technology has a minimum requirement of the C/C++ runtime environment available with the z/OS 1.3 language environment.

For information on how to enable Neugents technology, see Chapter 5, Neugents Technology Infrastructure of the Q&R Workstation Guide.

The CA MICS Q&R Workstation utilizes CA's Common Communications Interface (CCI). See the Q&R Workstation Getting Started guide for details.

---

## 6.2 System Software

CA MICS requires a minimum of OS/390 Version 2, Release 10 to execute the operational and parameter generation jobs and the CA MICS Workstation Facility.

Certain CA MICS features and components utilize UNIX System Services (USS) and create HFS files, the Hierarchical File System based on the directory structure used by most UNIX systems. For example, the CA MICS Documentation Conversion feature and the CA MICS Web Analyzer require access to USS services and HFS files.

If your data center wants to take advantage of CA MICS features and components dependent on USS services and HFS files, the following prerequisites should be considered.

- o Security: The CA MICS administrator and users must be authorized to use USS services and access HFS files.
- o Access permissions: Security flags, called access permissions, are set to control read, write, and execute access to HFS files and directories. Access permissions for CA MICS HFS files and directories must be defined to enable the proper level of access and control for the CA MICS administrator, selected user groups, and all users.
- o HFS Space: The installation must provide space within the HFS to store CA MICS files. Generally most CA MICS files and subdirectories for a CA MICS complex are grouped under a common CA MICS Root Directory.
- o OS/390 IBM HTTP Server and WebSphere: CA MICS facilities are dependent upon USS services, and HFS files generally require OS/390 IBM HTTP Server and WebSphere.

See Section 5.7 of the PIOM for more information on HFS and USS support.

The CA MICS Documentation Conversion feature gives you the option to use the CA MICS Documentation Convert utility (DOC2HTML), which allows the conversion of CA MICS guides into HTML, where they can be viewed using a supported web browser. To take advantage of this feature, the following software must be available:

- o USS Services and HFS Files: The prerequisites for using

USS services and HFS files described above must be met.

- o Web Server: Although OS/390 IBM HTTP Server and WebSphere are the preferred platform for the CA MICS Documentation Web Viewer, facilities are provided to enable transfer of CA MICS documentation to an alternative web server platform.
- o Web Browser: Converted CA MICS documentation can be viewed using any web browser that conforms to the HTML-4 specification and supports Javascript (for example, Microsoft Internet Explorer 5.5 or above and Mozilla 1.5 or above).

See Section 4.8 of the PIOM for more information on CA MICS Documentation Conversion and its prerequisites.

The CA MICS Performance Manager Option, the CA MICS Capacity Planner Option, and the CA MICS StorageMate Option include features that utilize Neugents technology.

CA MICS delivers mainframe-based Neugents technology that requires C/C++ runtime features available in the language environment delivered with z/OS 1.3 and above. If you plan to use CA MICS product features that rely on Neugents technology, CA MICS must be installed on a z/OS system at level 1.3 or above.

The CA MICS Q&R Workstation requires the following software at the release listed or higher. For convenience, recommended hardware components are also listed here.

Product	Product Supported	Minimum Releases Supported
Q&R Workstation	Microsoft Windows	Server 2008 7 Professional 7 Enterprise Vista Professional Vista Enterprise XP Professional SP3 Server 2003 SP2 Server 2003 R2 SP2
	Web Servers	Microsoft IIS
Mainframe Server	CA MICS	r12.8

CA Common Service with CAICCI and CAIENF  
SAS release 9.1.3  
z/OS version 1.9.0

Other CA MICS products may have additional system software prerequisites. See the individual product guides for details.

## 6.3 TSO

All users with authorization to access the CA MICS database through the CA MICS Workstation Facility (MWF) need, at a minimum, the following TSO-related capabilities:

- o A TSO user identification that provides interactive and batch TSO access.
- o Authority to do the following:
  - Allocate new data sets from interactive TSO sessions
  - Log on with a minimum region size of three MB (see the note below)
- o Read access to CA MICS data sets from your site's security software, if your site uses security software.
- o The ability to dynamically allocate up to 100 data sets (for example, DYNAMNBR=100). This is a guideline only.

Note: TSO controls region size and DYNAMNBR; ISPF influences their optimal values. (The next section discusses ISPF requirements.)

The level of complexity of CA MICS Information Center Facility (MICF) inquiries written by MWF users influences both region size and number of dynamic allocations. Inquiries that use many files from a number of different CA MICS databases require a higher number of dynamic allocations in order to execute.

As the CA MICS system administrator, you need the following additional TSO-related capabilities:

- o A TSO level required for the CA MICS-supported version of ISPF that your site will be using. For a listing of supported versions of ISPF and their required levels of TSO, see the ISPF heading later in this chapter.
- o Authority to update the CA MICS sharedprefix data sets through the site's security software, if your site uses security software.

Users who are authorized to update data sets where their application-specific data resides (for example, Accounting and Chargeback users performing manual data entry) need the

authority to read and update the CA MICS sharedprefix data sets through the site's security software, if your site uses security software.

## 6.4 ISPF and ISPF/PDF

ISPF and ISPF/PDF are related program products developed by IBM. CA MICS requires both products, although we usually refer to ISPF and ISPF/PDF as though they are one product.

ISPF is a dialog manager for interactive applications. It provides the control environment and services that permit the Workstation Facility (MWF) dialog to execute.

ISPF/PDF permits dialog access to services such as BROWSE, EDIT, and Library Management.

CA MICS makes extensive use of ISPF features, especially table and file tailoring services. For CA MICS applications to run correctly, we recommend applying maintenance that you receive from IBM for ISPF or ISPF/PDF as soon as possible.

MWF will not run under non-TSO teleprocessing monitors such as VM/CMS, CA Roscoe IE, and WYLBUR.

## 6.5 IBM Assembler

Normal CA MICS usage does not require you to have a license for IBM high-level Assembler (ASMA90) because all CA MICS assembler programs are distributed in load module format under the CA MICS Product Support Program (PSP).

If you want to modify the assembler source code, you must compile the programs we provide using the high-level Assembler (ASMA90).

## 6.6 SAS System Software Requirements

CA MICS uses the SAS System for its operational, parameter generation, and interactive data analysis applications. CA MICS requires Base SAS for all products. SAS/GRAPH is an optional SAS software product that some CA MICS products and the CA MICS Workstation Facility support.

Beginning with SAS 9.3, producing color graphics no longer requires a SAS/GRAPH license. The Graph Template Language (GTL), the ODS Graphics Procedures, the ODS Graphics editor, and the ODS Graphics Designer are now all available with Base SAS software. These components let you create charts and graphs from the Base SAS product directly.

CA MICS supports the following GA releases of SAS:

Product Supported	Releases Supported
-----	-----
Base SAS	9.4.0
	9.3.0
	9.2.0
	9.1.3*
	8.2**

Use of SAS 9.3 at TS1M0 also requires application of SAS Hotfix E80004 and Hotfix E80023.

\* The SAS Institute will reduce SAS 9.1.3 to Level C support on September 30, 2013. Refer to the SAS support site for more information regarding SAS Technical Support Services and Policies. We encourage you to migrate to a fully supported release.

\*\* The SAS Institute reduced SAS 8.2 to Level C support on December 31, 2011. Refer to the SAS support site for more information regarding SAS Technical Support Services and Policies. We encourage you to migrate to a fully supported release.

You license the SAS software product from the SAS Institute, which maintains the product. CA MICS uses the SAS software product and is sensitive to its changes. We try to coordinate with the SAS Institute to minimize risks due to differing maintenance levels of Base SAS software. For the successful operation of CA MICS, we recommend that you follow SAS Institute's policy for maintaining SAS libraries.

We recommend maintaining a separate copy of the following SAS libraries for use with CA MICS:

- o AUTOLIB
- o CNTL (SAS 9.1.3 and earlier)
- o CONFIG (SAS 9.2 and later)
- o \*TKMSENV (SAS 9.1.3 and later)
- o LIBRARY
- o SASHELP
- o SASMSG

\*Review the contents of this file. If you copy the listed files under a new name for CA MICS, edit this file to specify the new high-level-qualifier you chose, depending on whether your SAS installer defined it here.

Maintaining separate SAS libraries for CA MICS insulates CA MICS from unexpected failures attributable to SAS upgrades or maintenance. Additionally, at times CA MICS may require a SAS hot-fix that may be undesirable to your in-house SAS community.

To convert to a new SAS version, see Section 5.4 in the Planning, Installation, Operation, and Maintenance Guide.

## 6.7 Data Sources Supported

### \$HEDR 6.7 - Data Sources Supported

CA MICS supports the data sources in this table up to the release listed, unless otherwise specified. CA MICS will provide limited support for one year after a vendor's drop-support date for a data source release. Use of releases not supported may yield unpredictable results.

If you have upgraded (or are considering upgrading) to a newer release of the data source, contact CA Technical Support. We would like to review your data and are always looking for early release candidates to partner with for field testing.

Note: For the most current information about the releases listed, log in to CA Support Online at <http://ca.com/support>, click Advanced Search, type "MICS upgrad" in the search box, and click Search.

CA MICS Product	Data Source	Highest Level Supported
-----	-----	-----
Analyzer Option for MeasureWare	MeasureWare	
	HP-UX	C.03.86
	SUN Solaris	C.03.82
	IBM AIX	C.04.5
CA ASTEX Option	CA ASTEX Performance	2.8
Tandem Option	MEASURE	H06
Analyzer Option for CICS	CICS Transaction Server	5.1
	CICS Transaction Gateway	9.0
	ASG-TMON for CICS	3.4
	TS for z/OS	
	IBM Tivoli OMEGAMON XE for CICS on z/OS	520
Space Analyzer/Collector Option	DFP and DFSMS/MVS	SMS 2.1
	MVS/SP	z/OS 2.1
	DFHSM and DFSMS	SMS 2.1
Analyzer Option for DB2	DB2	11.1

Analyzer Option for CA IDMS	CA IDMS Performance Monitor	18.5
Analyzer Option for IMS/IMS Log Data Extractor Option	IMS/ESA BMC MAINVIEW for IMS	13.0 4.6.00
Analyzer Option for MQSeries	WebSphere MQ for z/OS WebSphere Message Broker for z/OS	7.1 6.0
Batch and Operations Analyzer	SMF  CA Bundl CA Dispatch CA View CA Deliver	z/OS 2.1 z/OS 2.1 for JES2 z/OS 2.1 for JES3 r.11 r.11.sp1 r.11.sp1 r.11.sp1
Hardware and SCP Analyzer	RMF	z/OS 2.1
Network Analyzer Option	CA NetSpy CA NetSpy/VM NPM NPM/VM NetView for z/OS CA NetMaster TCP/IP for z/OS	11.6 5.2 2.7 2.1 6.2 11.6 2.1
System Reliability Analyzer Option	EREP	3.5
Analyzer for TSO	CA TSO/MON PM	6.2
Analyzer Option for VAX/VMS	OpenVMS VAX	7.3
Analyzer Option for VM/CMS	z/VM CA VM:Account Velocity Software zTCP	6.3 1.6 4.1.4.6
Data Transfer Option for VM/CMS	VM/CMS CA VM:Account	6.3 and 27 1.6

Analyzer Option for VSE/Power	VSE/POWER	9.3
Web Analyzer Option	WebSphere for z/OS	
	HTTP Server	5.3
	Application Server	7.0
Tape Analyzer Option	CA 1	12.6
	CA TLMS	12.6
	DFSMS/MVS RMM	2.1
	IBM VTS	7.4
	Oracle StorageTek	7.2
	VTCS/ELS	
	IBM Virtualization Engine TS77xx	3.1

# Chapter 7: Correspondence

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This section provides a place for filing miscellaneous correspondence, including bypasses, letters, and general purpose information.