

IBM MQ Problem Solving for z/OS Platforms

Course Summary

Description

You have been given the task of supporting and solving problems for IBM MQ on your z/OS system and limited experience in IBM MQ. Then this is the course for you. In three days, we will cover what you need to understand about IBM MQ for z/OS problem solving techniques and tools the MQ environment. In the class, we will go from an architecture review, to describing and using tools for problem resolution, to intercommunication issues, plus some security issues. We will also take a look at application related problems including transactional issues and triggering issues.

Topics

- Problem Determination Introduction
- Diagnostic Tools and Their Output
- System Related Problems
- Intercommunication Related Problems
- Security
- Triggering Problems
- Transaction Related Problems
- Application Related Problems

Audience

System programmers, systems administrators, and technical support personnel responsible for support of IBM MQ for z/OS on a daily basis.

Prerequisites

A good working knowledge of IBM MQ for z/OS from a system administration point of view, good working knowledge of TSO/ISPF, z/OS JCL, at least one year working in the z/OS environment in either a support / administration role.

Duration

Three days

IBM MQ Problem Solving for z/OS Platforms

Course Outline

I. Problem Determination Introduction

- A. Describe and understand MQ architecture and MQI
- B. Describe some useful commands and tools
- C. Describe and categorize MQ problems

II. Diagnostic Tools and Their Output

- A. Usable TSO/ISPF functions including SDSF and MQ interactive panels
- B. Describe and understand IPCS and MQ SVCDUMPs
- C. Describe and understand z/OS dump basics
- D. Describe and understand GTF and MQ API trace basics
- E. Describe and understand Dead Letter and Event queue processing

III. System Related Problems

- A. Describe and understand recovery, integrity and logging concerns
- B. Describe and understand page set, storage class, buffer pool, and internal message processing concerns
- C. Review startup and shutdown potential problems

IV. Intercommunication Related Problems

- A. Review of distributed queuing architecture
- B. Describe and understand configuration concerns
- C. Describe and understand MQ message delivery processing concerns
- D. Describe and understand MQ administration issues

V. Security

- A. Review of security architecture
- B. Describe and understand channel security options
- C. Describe, modify and implement SSL/TLS in MQ environment

VI. Triggering Problems

- A. Review of triggering architecture
- B. Describe and understand MQ trigger monitors
- C. Describe and understand triggering concerns

VII. Transaction Related Problems

- A. Review recovery and integrity architecture
- B. Describe and understand application UOW control
- C. Describe and understand external coordination of UOW
- D. Describe and understand UOW considerations
- E. Describe and understand poisoned message processing

VIII. Application Related Problems

- A. Describe and understand queue related problems
- B. Describe and understand message related problems
- C. Describe and understand special QM function considerations