



VISUAL
message center

supportAgent

iSeries Support Agent

Post Installation Guide

5.1

VSP

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Computing Group

Solutions for Advancing People

VISUAL Message Center iSeries Support Agent Post Installation Guide

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How to Use this Guide

This chapter explains how to use Tango/04 User Guides and understand the typographical conventions used in all Tango/04 documentation.

Typographical Conventions

The following conventional terms, text formats, and symbols are used throughout Tango/04 printed documentation:

Convention	Description
Boldface	Commands, on-screen buttons and menu options.
<i>Blue Italic</i>	References and links to other sections in the manual or further documentation containing relevant information.
<i>Italic</i>	Text displayed on screen, or variables where the user must substitute their own details.
Monospace	Input commands such as System i commands or code, or text that users must type in.
UPPERCASE	Keyboard keys, such as CTRL for the Control key and F5 for the function key that is labeled F5.
	Notes and useful additional information.
	Tips and hints that will improve the users experience of working with this product.
	Important additional information that the user is strongly advised to note.
	Warning information. Failure to take note of this information could potentially lead to serious problems.

Chapter 1

Post Installation Instructions

These post-installation instructions are only necessary if you are running IBM i 6.1 or higher and you are going to use the iSeries Support Agent (previously known as VISUAL Support).

**Note**

These instructions are only relevant to V6R1 and the iSeries Support Agent.

1.1 Introduction

iSeries Support Agent is part of VISUAL Message Center, a Tango/04 solution that enables companies to manage and control systems and applications, optimizing performance and reducing operating costs.

With iSeries Support Agent you can capture any running job, whether interactive or batch, local or remote, without canceling it, even when in 'input-inhibited' status. The VISUAL Remote Control add-in allows you to take control of any remote user's keyboard. The Application Explorer is a navigable graphical tree of objects referenced by each program. You can see actual running source code and work with variable values, indicators, etc.

1.2 Installation Planning and Overview

You will run a 5250 script using IBM System i Access for Windows which instruments a series of VSCREEN (the product library) program objects. You will need a user profile with *SERVICE privileges (QSECOFR or other) for the initial sign on. If you have a user profile with *SERVICE and IBM System i Access installed, the whole procedure should take less than five minutes.

The script will change the attributes of several objects, which are listed at the end of this document. Instrumented objects will have a *SYSTEM attribute, which is necessary for the type of low-level APIs that this product uses to interact with the Operating System in order to perform its advanced capabilities (capture screens and remote keyboard takeover). Only VSCREEN objects are instrumented. No programs are "patched" (the programs' instruction streams are unaltered). No other library is affected, and no changes are made to system values, user permissions, or to the behavior of the Operating System in any sense.

The instrumentation could be done manually, but, as there are several objects to modify, it could take more than an hour. The supplied script is open source and can be freely examined.

The domain change performed to the programs operates only below the MI level, and it will not bypass

the Operating System user-level security in any manner (no user will be allowed to access programs or data bypassing the Operating System object-level security). Usage of the product is protected by an authorization list (refer to the Product Manual for more information on the security of this product).

If you have additional questions, please contact us or an Authorized Business Partner for more information.

1.3 Step by Step Post-Installation Instructions

You will need to start a new interactive session using *IBM System i Access for Windows*. In case you don't have this software, please contact Technical Support for information about an alternative Post Installation Method.

Step 1. Sign-on with a privileged user (you must have *SERVICE special authority).

Step 2. Using Windows Explorer copy the file `VMC_Support_v6r1.mac`, located in the same folder as this document, to the corresponding IBM System i Access for Windows private folder. By default, this folder is `\Documents and Settings\<user>\Application Data\IBM\Client Access\Emulator\private`. The folder corresponding to the user who uses IBM System i Access for Windows is `<user>`.

You can also extract the `VMC_Support_v6r1.mac` file from the installation file (e.g. `VMC_Support_Agent_V5.1_EN.exe`) WinRAR can do this directly.

Otherwise you will need to rename it to a .zip file and then extract the contents.

Step 3. Run command `STRSST`. The following screen appears:

```

Start Service Tools (STRSST) Sign On

                                SYSTEM: TEAHUP00

Type choice, press Enter.

Service tools user ID. . . . _____
Service tools password . . .
```

Figure 1 – Start Service Tools Sign On

Step 4. Sign-on with a privileged user for SST. Then, the following screen appears:

```

System Service Tools (SST)

Select one of the following:

1. Start a service tool
2. Work with active service tools
3. Work with disk units
4. Work with diskette data recovery
5. Work with system partitions
6. Work with system capacity
7. Work with system security
8. Work with service tools user IDs and Devices
```

Figure 2 – System Service Tools

Step 5. Select option **Start Playing Macro/Script...** from menu item **Actions**.

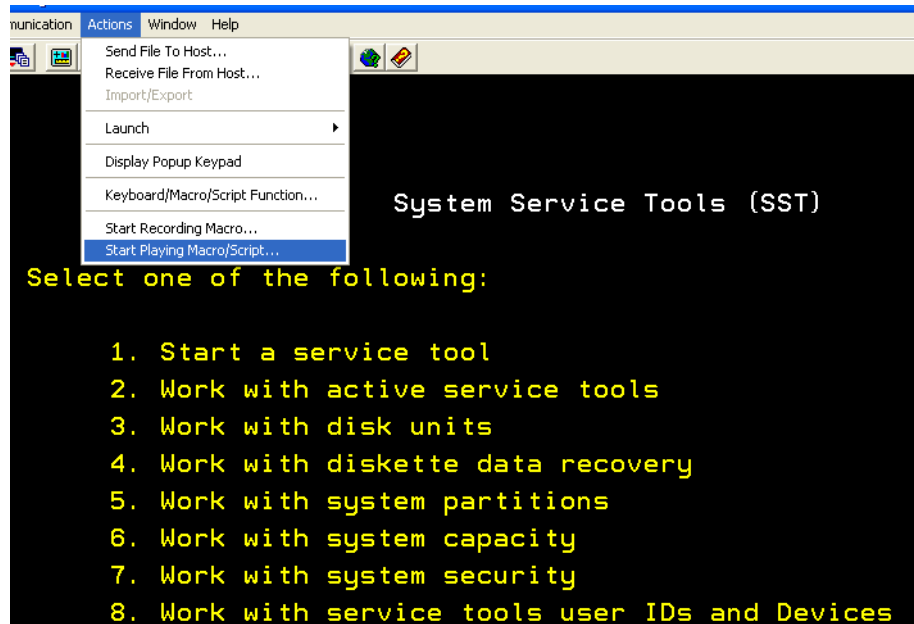


Figure 3 – Select Start Playing Macro/Script Option

Step 6. The following screen appears where you can select the macro or script. In case you don't see the name of the Macro/Script in the list box then have a look at [step 2 on page 2](#) and copy the file to the adequate folder of IBM System i Access for Windows application. Finally, click **OK**.

IMPORTANT: If you receive an error stating that the macro file is too big and/or needs to be converted return to [step 2 on page 2](#) and copy the VMC_Support_v6r1_VB.mac file instead of the VMC_Support_v6r1.mac file.

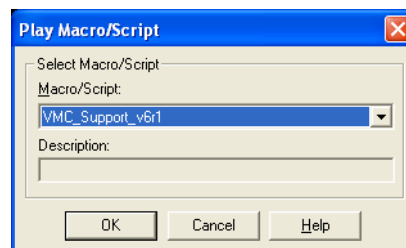


Figure 4 – Play Macro/Script

Step 7. When the script is running you will see several screens changing some attributes of several programs. These changes are made to convert the domain of several programs, as required for the correct functioning of the product in version V6R1M0. All programs changed belong to VISUAL Message Center iSeries Support Agent and they are all located in library VSCREEN on your system.

Step 8. Once the script has been applied, the command prompt line appears in your system.

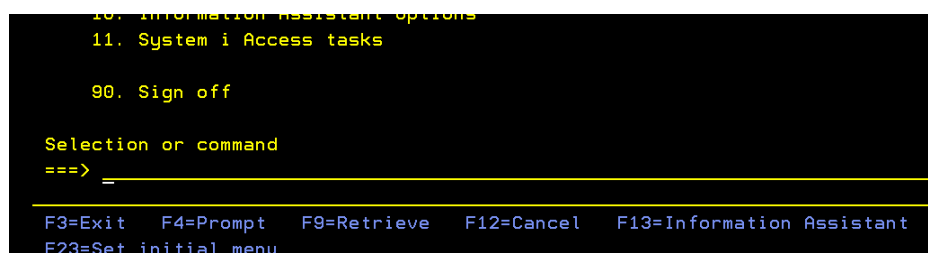


Figure 5 – Command Prompt Line

Step 9. After executing the script you will need to change the system value QALWJOBITP to 2.
You can use the command WRKSYSVAL QALWJOBITP.

It is necessary to change the system value QALWJOBITP to 2 in order that VISUAL Message Center iSeries Support Agent can "interrupt" any active job. Interrupt means CALL a program in a remote job (i.e different from your own job). Interrupting jobs allow us to:

- Display Interactive Screen
- Retrieve LDA data area contents
- Retrieve list of objects in QTEMP library
- Run remote commands, Debug Job, ...

How does this change to the system value affect the general system behavior?

Basically when this system value is set to 2 (which means ... allow all new active jobs to be interruptible), a user with all object (*ALLOBJ) and security administrator (*SECADM) special authorities can specify which programs are enabled to "interrupt" jobs. Then any user can interrupt jobs with his/her same user profile or jobs with other user profile if he/she has (*JOBCTL) special authority.

So, to sum up, ONLY a user with *ALLOBJ and *SECADM can really decide to enable interrupt jobs and how to interrupt them.



Note

See IBM documentation for Call Job Interrupt Program Exit Program and Call Job Interrupt Program (QWCJBITP) API for more details



Importante

A change in this system value only allows VISUAL Message Center iSeries Support Agent to interrupt new active jobs, so you won't be able to work with all your jobs in your system since next IPL.

Appendix A

List of programs affected

A.1 Remote Control

Program Name	Description
VSCREEN/RVCLNUP	Initialize Remote Control
VSCREEN/RVGET	Tango/04 Internal Product HouseKeeping
VSCREEN/RVMAIN	Remote Control Main Program
VSCREEN/RVPROC	Remote Control Procedures
VSCREEN/RVSETUP	Tango/04 Internal Product HouseKeeping

A.2 Open Objects

Program Name	Description
VSCREEN/VSQRQT02M	List of Objects Management
VSCREEN/VSRLY02M	Objects Management

A.3 Open Source Member

Program Name	Description
VSCREEN/VSRRMM02M	Open Source Member Management

A.4 System information

Program Name	Description
VSCREEN/VSPTFM01	PTF Management
VSCREEN/VSSYSM01	List of Systems Management

A.5 Captured Jobs information

Program Name	Description
VSCREEN/VSBOM01M	BOM Table Management
VSCREEN/VSDMD01M	Retrieve Device Data
VSCREEN/VSDMV01M	Retrieve Module Variables
VSCREEN/VSJOB01M	Materialize Target Job
VSCREEN/VSLDA01M	LDA Management
VSCREEN/VSLIM01M	Module Information Management
VSCREEN/VSLIP01M	ILE Program Information Management
VSCREEN/VSLIS01M	Service Program Information Management
VSCREEN/VSRC01M	Call Stack management
VSCREEN/VSRC02M	Call Stack management
VSCREEN/VSRC03M	Call Stack management
VSCREEN/VSJID01M	Job Information management
VSCREEN/VSJID02M	Job Information management
VSCREEN/VSPLK01M	Capture Jobs Management
VSCREEN/VSLAJ03M	List of Active Jobs Management
VSCREEN/VSRL01M	Program Variables
VSCREEN/VSRL02M	Program Variables
VSCREEN/VSSWO01M	Internal Performance Algorithms
VSCREEN/VSCLK01M	Lock Management
VSCREEN/VSULK01M	Unlock Management
VSCREEN/VSULK02M	Unlock Management
VSCREEN/VSULK03M	Unlock Management
VSCREEN/VSCFC01M	Synchronization Function Checking
VSCREEN/VSENQ01M	Queue Management
VSCREEN/VSMPM02M	Message Queue Management

About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve service levels, increase productivity, and reduce costs through intelligent management of their IT infrastructure.

Founded in 1991 in Barcelona, Spain, Tango/04 is an IBM Business Partner and a key member of IBM's Autonomic Computing initiative. Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Alliances



Partnerships

- IBM Business Partner
- IBM Autonomic Computing Business Partner
- IBM PartnerWorld for Developers Advanced Membership
- IBM ISV Advantage Agreement
- IBM Early code release
- IBM Direct Technical Liaison
- Microsoft Developer Network
- Microsoft Early Code Release

Awards



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