Workflow Manager Messages and Troubleshooting
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Introduction

This guide is meant as a help for error situations that can be traced back to the Workflow Manager.

Generally, we distinguish between expected and unexpected error situations. For example, an expected error situation would be one when the user enters an incorrect connection password.

Unexpected error situations can be further grouped into situations that were foreseen by the software and those that were not. For example, a foreseen error situation would be that the connection to the remote system is broken, and an example of an unforeseen error situation would be a programming error in the software.

Depending on the type of error, the user or system administrator has different sources where they can find help to deal with the situation.

For expected or unexpected but foreseen error situations, an error dialog in the Enterprise Developer for IBM zEnterprise Workbench is displayed; for example:

For expected error situations, the information in the dialog box should enable you to handle the problem.

If the error was reported by the underlying z/Server software, a message ID is displayed in the dialog. The first three characters of the message ID define the z/Server component that detected the error.

The mapping between the message prefix and the z/Server component is as follows:

<table>
<thead>
<tr>
<th>Message prefix</th>
<th>z/Server component</th>
</tr>
</thead>
<tbody>
<tr>
<td>API</td>
<td>Application Programming Interface</td>
</tr>
<tr>
<td>BND</td>
<td>IEWBIND (Binder) Interface</td>
</tr>
<tr>
<td>CSI</td>
<td>Catalog Search Interface</td>
</tr>
<tr>
<td>EMC</td>
<td>Extended Master Console Interface</td>
</tr>
<tr>
<td>HLD</td>
<td>Holder Task Interface</td>
</tr>
<tr>
<td>IPC</td>
<td>Command Task Interface</td>
</tr>
</tbody>
</table>
Message prefix  | z/Server component
---|---
JES  | Job Entry System Interface
LIC  | License Interface
REC  | Recovery Facility
REX  | REXX Command Environment
SJB  | Started Job Interface
SLR  | TSO Scheduler Interface
SPR  | Standard Pool Routine
SRV  | Server Interface
STA  | Started TASK Interface
TAU  | Eclipse Client Interface
UNI  | Unicode Conversion services
XML  | XML System Parser Interface

Detailed information about z/Server messages can be found in the z/Server Message and Diagnostics Guide.

For unexpected but foreseen error situations, the exception that was caught by the software is displayed beneath the Reason tag:

Click Details>> to display a more detailed explanation of the exception error. The type of the exception often gives a hint about what caused the problem. In the example above, it indicates that there is some kind of network connection problem, which could indicate, for example, that the connection to the network was interrupted or the z/Server is down.
If the information found in the error dialog is not sufficient enough to solve the problem, you can view the error log for further information. Refer to the Troubleshooting chapter for details on how to access the error log, how to enrich it with debug information, and how to send that information to the Micro Focus SupportLine.

Unexpected and unforeseen error situations will not normally produce an error dialog, but in some cases, information related to an uncaught software exception is recorded in the error log.

The Error Messages chapter explains some typical error messages and offers a user or system administrator response. The list of error messages is not complete. If an error message occurs which is missing in this guide and which is not self-explanatory, please contact the Micro Focus SupportLine.

The Troubleshooting chapter contains helpful instructions for the AWM workflow modeller (the administrator) on how to find the cause to problems that may arise from the AWM and offer solutions. This chapter also describes the information that Micro Focus SupportLine needs when the AWM workflow modeller can't solve the problem.

The Sample Error Situations chapter is especially helpful to the Support engineers in getting accustomed to the way that the software reacts during selected error situations.

The Known Issues chapter shows the currently known software errors, including some tips on how to deal with them.
2 Error Messages

If a string starts with the & character in the message text, the character represents a placeholder, which is substituted for a variable during execution time.

**Message text:**

An error occurred during execution of tool "&tool_id" or reading its output.

**Explanation:**

An error occurred when the tool configured in the AWM application, under the id &toolid, was executed.

**User response:**

Click Details>> to check for more detailed information. Check for more detailed information in the user’s z/Server user server on the remote system.

Contact the AWM workflow modeller.

**Workflow modeller response:**

Check the configuration of the tool &toolid in the AWM application model.

**Message text:**

Failed to read parameter file.

**Explanation:**

The tool output parameter file could not be read.

**User response:**

Click Details>> to check for more detailed information. Check for more detailed information in the user’s z/Server user server on the remote system.

Contact the AWM workflow modeller.

**Workflow modeller response:**

Check the configuration of the tools that are assigned to the corresponding action in the AWM application model. Check that all target id file parameters of the tools are defined as type ‘file’ and all target id parm parameters are defined as type ‘string’.

Check that the tool output file you defined in the data set allocation exit (e.g. TAUTOXA2, TAUPDXA1) for the tool output of the corresponding tool exists on the remote system and contains the expected content.

**Message text:**

The tool ‘&toolid’ exceeded the maximum return code of ‘&maxrc’.

**Explanation:**
The return code of a tool defined under the corresponding action provided a return code higher than the Max RC configured under the application options of the AWM application model.

**User response:**
This might be an intended behavior of the tool in a certain situation.
Otherwise, click Details>> to check for more detailed information. Check for more detailed information in the user’s z/Server user server on the remote system.

**Message text:**
Failed to create element list ‘&listid’.

**Explanation:**
The element list for an action with a Has_Elementlist relation defined in the AWM application model could not be created.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check that the number and sequence of the properties configured for the Elementlist Structure, which is referenced under the Has_ElementList relation, corresponds to the number and sequence of entries provided by the corresponding tool. Check that the tool provides a correct element type match name for each entry.

**Message text:**
Could not refresh the Element View

**Explanation:**
An error occurred when the content of the Team Developer Table View was refreshed.

**User response:**
Click Details>> to check for more detailed information. Check for more detailed information in the user’s z/Server user server on the remote system.
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check the AWM application model.

**Message text:**
A 'Tool Type' is missing for Tool Descriptor &toolid

**Explanation:**
The tool &toolid is missing the Tool Type property in the AWM application model.
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User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Add the correct tool type for the tool &toolid in the AWM application model.

Message text:
The tool &toolid did not return a Tool Execution Status.

Explanation:
Internal error: The tool did not return the internal tool execution status.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Contact the Micro Focus SupportLine.

Message text:
Tool Descriptor ‘&toolid’ needs an ISAPlugIn attribute, because its tool-type attribute was set to ‘&tooltype’.

Explanation:
The tool type of the tool &toolid is configured as a plug-in tool in the AWM application model, but the ISA_PlugIn relationship is missing.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Add an ISA_PlugIn relationship for the tool with the ID &toolid in the AWM application model.

Message text:
A bundle (Plug-In) with the ID ’&id’ was not found.

Explanation:
The plugin specified under the Plugin ID property of an ISA_PlugIn tool relationship could not be found.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the spelling of the plug-in ID specified in the ISA_PlugIn relationship of the corresponding tool.
If the spelling is correct, check that the client software is completely installed.

**Message text:**
Activator for Plug-In 'plugin_id' not found.

**Explanation:**
The plug-in with the plug-in ID plug_id doesn’t have an activator class defined.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Add an activator class to the corresponding plug-in source and re-deliver the plug-in.

**Message text:**
The constructor for class 'classname' is not visible to sender.

**Explanation:**
The constructor of the class classname in a plug-in, which was configured in the AWM application model under an ISA_PugIn relationship, is not visible to the AWM software.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
For the corresponding plug-in in the AWM application model, check the method modifier of the constructor of the class classname. Check the package visibility of the corresponding plug-in.

**Message text:**
Failed to get a local file reference from element &element_name.

**Explanation:**
A file handle for the element &element_name could not be created in the local file system under the AWM workspace path.

**User response:**
Check that you have the rights to create a file in the AWM workspace path <Enterprise Developer workspace>\InternalTDProject\FileCache.

**Message text:**
The file '&file_name' could not be deleted.

**Explanation:**
The file &file_name could not be deleted from the local file system under the AWM workspace path.
User response:

Check that the file &file_name exists in the AWM workspace path <Enterprise Developer workspace>\InternalTDProject\FileCache. Check that you have the rights to delete a file from the AWM workspace path <Enterprise Developer workspace>\InternalTDProject\FileCache.

Message text:
The file ‘&file_name’ could not be created.

Explanation:
The file &file could not be created in the local file system under the AWM workspace path.

User response:

Check that you have the rights to delete a file from the AWM workspace path <Enterprise Developer workspace>\InternalTDProject\FileCache.

Message text:
The folder ‘&folder’ could not be created.

Explanation:
The folder &folder could not be created in the local file system under the AWM workspace path.

User response:

Check that you have the rights to create a folder in the AWM workspace path <Enterprise Developer workspace>\InternalTDProject.

Message text:
Failed to receive an element with the ID ' &element_id'.

Explanation:
The element with the ID &element_id could not be found in the AWM internal element directory.

User response:

Check that the file et_elements.xml exists in the AWM workspace path <Enterprise Developer workspace>\InternalTDProject\<application name>.

Clear the cache of the application (context menu action on the AWM application) and try again.

Message text:
Illegal Property count after sorting Properties of File Descriptor &file_id. Please check the sequence numbers of the File Descriptor Properties.

Explanation:
The count of properties of a file descriptor after sorting the properties differs from the original count of properties.
User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the sequence numbers of the properties for the corresponding file descriptor in the AWM application model. Use the context menu action “Set Sequence Numbers” to correct the sequence numbers.

Message text:
Failed to determine Element Types for Elementlist creation.

Explanation:
The element type of at least one element in a returned element list could not be determined.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Verify the detailed information of the message. Check that the corresponding tool returns an appropriate element type match name for each entry. Check that the corresponding tool returns all properties defined in the ID definition of the corresponding element type, for each entry.

Message text:
Failed to generate an Element ID…

Explanation:
The element ID of at least one element in a returned element list could not be generated.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Verify the detailed information of the message. Check that the corresponding tool returns an appropriate element type match name for each entry. Check that the corresponding tool returns all properties defined in the ID definition of the corresponding element type, for each entry.

Message text:
The Element Type &element_type is not defined in the model.

Explanation:
In a concatenated element type match name, a match name was found for which no element type is defined.

User response:
Contact the AWM workflow modeller.
Workflow modeller response:
Check the match names returned by the corresponding tool. For all returned concatenated match names, check that each name is spelled correctly.

Message text:
Failed to determine an Element Type for the Resource Operation.

Explanation:
The element type of at least one element in a returned element list could not be determined.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Verify the detailed information of the message. Check that the corresponding tool returns an appropriate element type match name for each entry. Check that the corresponding tool returns all properties defined in the ID definition of the corresponding element type, for each entry.

Message text:
Failed to get file contents for job submit. File: &file_name.

Explanation:
The file &file_name could not be read from the remote system.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the value of the property Name Physical of the corresponding file descriptor in the AWM application model.

Message text:
Failed to retrieve a data stream for the job submit. Neither a file input parameter was not configured, nor is a valid editor opened in the foreground.

Explanation:
When the job submit action was called, no input stream could be determined.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that a file input parameter was defined for the corresponding tool in the AWM application model. Check the value of the property Name Physical of the corresponding file descriptor.
**Message text:**
Wrong parameters for Integrated Tool 'FileUploader'. Two file input parameters were expected.

**Explanation:**
Less than two file input parameters were defined for the integrated tool ‘FileUploader’ in the AWM application model.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check the file input parameters of the integrated tool ‘FileUploader’. The tool must have two file input parameters: one for the local file and one for the remote file.

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**Message text:**
Could not perform error feedback. The corresponding Element could not be retrieved.

**Explanation:**
The integrated tool ‘Error feedback’ could not determine the file to use for error feedback.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check the file input parameters of the integrated tool ‘ErrorFeedback’ in the AWM application model. The tool must have a file input parameter pointing to the error feedback xml dataset.

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**Message text:**
Invalid configuration of integrated tool 'RefreshDependencies': The integrated tool needs 2 file input parameters. 1) Error Feedback XML 2) Copybooks XML.

**Explanation:**
Self-explanatory.

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**Message text:**
Failed to refresh dependencies because a local copy of the Element was not found.

**Explanation:**
The integrated tool ‘RefreshDependencies’ could not be executed because the local copy of the element is missing.

**User response:**
The element was probably edited with another workspace. Edit the element again.
Message text:
The configuration of integrated tool &tool_id' must contain a file output parameter.

Explanation:
The integrated tool tool_id expects a file output parameter, which was not found.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the definition of the integrated tool tool_id. Check that there is an output parameter defined for type 'file'.

Message text:
Failed to create the temp file. Input file parameters missing.

Explanation:
The corresponding integrated tool expects a file input parameter, which was not found.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the definition of the corresponding integrated tool. Check that there is an input parameter definition of type 'file'.

Message text:
File input parameters are not yet supported by the MS Command Executor.

Explanation:
A parameter of type 'file' is defined as an input parameter of a tool of tool type 'OSCOMMAND', which is not supported.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the definition of the corresponding tool of tool type 'OSCOMMAND'. Remove the input parameter of type 'file', changing it to type 'string'.

Message text:
Tool &tool_id returns less parameters than expected. &count1 parameters were detected whereas &count2 parameters were specified for this tool.

Explanation:
Self-explanatory.
Workflow modeller response:
Check that the sequence numbers are correct for the tool tool_id in the AWM application model.

Message text:
Failed to restore the system reference '&system' because the remote system '&remote_system' was not found.
Explanation:
During the Enterprise Developer for IBM zEnterprise startup, the AWM system belonging to the remote system 'remote_system' could not be restored because the remote system is missing.
User response:
Recreate the remote system in the Remote Systems view again and add the corresponding system in the Team Developer Tree View.

Message text:
Failed to load the application.
Explanation:
The load of the active application failed during the Enterprise Developer for IBM zEnterprise startup.
User response:
Check that there is an application model file for the active application. Validate the application model file. Check the Enterprise Developer for IBM zEnterprise log file for more information.

Message text:
Failed to find an Extension for the ZConnector Extension Point.
Explanation:
No plug-in that extends the ZConnector extension point could be found.
User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the installation is complete.

Message text:
No ZConnector Extension was found.
Explanation:
No plug-in that extends the ZConnector extension point could be found.
User response:
Contact the AWM workflow modeller.
**Workflow modeller response:**
Check that the installation is complete.

**Message text:**
Can't write on File Descriptor of type 'InputStream'.

**Explanation:**
An attempt was made to write on a file descriptor of type ‘InputStream’.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check that the file descriptor associated with the corresponding tool descriptor has the correct type in the AWM application model.

**Message text:**
The file &file_path does not exist.

**Explanation:**
A read failed because the file with path ‘file_path’ does not exist.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Contact the Micro Focus SupportLine. They will need the log file of the Enterprise Developer for IBM zEnterprise workbench.

**Message text:**
The version of the model file has changed. Pressing ‘OK’ will automatically backup and update your current model and cached data.

**Explanation:**
This is an informational message. It occurs when the AWM administrator has delivered a new version of the application model. The local model of the user is updated. A backup of the locally cached files is created and then the local cache is cleared.

**Message text:**
The resource with the ID '&resource_id' could not be found.

**Explanation:**
The user’s AWM persistence data is inconsistent. A reference to a resource was found, but the resource was not loaded before.
User response:
Clear the cache for the AWM application (a context menu action in the Team Developer Tree View) and try again.

Message text:
No value found in context for ID property &property_id.

Explanation:
When building the ID of an element, the key property ‘property_id’ was missing.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the corresponding tool is configured to return all element ID properties in the AWM application model, for every element type.

Message text:
Missing property value (&property_label) for resource operation.

Explanation:
When building the ID of an element, a value for the key property ‘property_id’ was missing.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the corresponding tool returns a value for every element and for all element ID properties.

Message text:
An exception occurred when trying to get the system’s name.

Explanation:
The AWM system name in the Team Developer Tree View could not be determined.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the link to the master configuration in the REXX procedure TAUZCAPP is correct.
Check that there is an entry “SYSTEM:” followed by the system name in the AWM master configuration.
Message text:
Could not instantiate IHostConnector.

Explanation:
An instance of a remote connection could not be created.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the AWM installation is correct and complete.

Message text:
No extension could be found for the Remote Syntax Check Extension Point.

Explanation:
No plug-in exists in the Enterprise Developer for IBM zEnterprise installation that extends the Remote Syntax Check extension point.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the AWM installation is correct and complete.

Message text:
Failed to parse the error feedback file: &file.

Explanation:
The parser for the error feedback file for remote syntax check failed.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the content of the error feedback file is syntactically correct.

Message text:
Could not find an Extension for Extension Point ID '&extension_point_id'.

Explanation:
No plug-in exists in the Enterprise Developer for IBM zEnterprise installation that extends the extension point with given ID.

User response:
Contact the AWM workflow modeller.
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**Workflow modeller response:**
Check that the AWM installation is correct and complete.

**Message text:**
An Extension for the Error Feedback Parser Extension Point was not found.

**Explanation:**
No plug-in exists in the Enterprise Developer for IBM zEnterprise installation which extends the Error Feedback extension point.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check that the AWM installation is correct and complete.

**Message text:**
An error occurred while creating/opening the Eclipse project 'project_name'.

**Explanation:**
The project with the given name could not be created or opened in the user's Enterprise Developer for IBM zEnterprise workspace.

**User response:**
Check that you have the rights to create a project at the given location. Check that 'project_name' does not contain any control characters (backslashes, periods, etc...).

**Message text:**
Failed to create the remote system folder in the Workspace.

**Explanation:**
The AWM system folder could not be created in the user's Enterprise Developer for IBM zEnterprise workspace.

**User response:**
Check that you have the rights to create a folder in this Enterprise Developer for IBM zEnterprise workspace. Check that the system name does not contain any control characters (backslashes, periods, etc...).

**Message text:**
Failed to create the internal folder in the Workspace.

**Explanation:**
An internal folder within the AWM system folder could not be created in the user’s Enterprise Developer for IBM zEnterprise workspace.
User response:
Check that you have the rights to create a folder within the AWM system folder. Check that the system name does not contain any control characters (backslashes, periods, etc...). Check that the AWM system folder exists.

Message text:
Could not find an Extension for System type '\system_type'.

Explanation:
No plug-in exists in the Enterprise Developer for IBM zEnterprise installation that extends the extension point for the system type of the system belonging to the corresponding application.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the remote system type of the system belonging to the corresponding application in Eclipse Property View.
Check that the AWM installation is correct and complete.

Message text:
Error when parsing input for table. Value for property &property_id not found.

Explanation:
In at least one line of a tool’s file input parameter of type ‘input stream’ fewer properties are provided than are configured for the corresponding file descriptor in the AWM model application.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the corresponding file descriptor in the AWM application model. Are the ‘Has_property’ relationships correct? If the tool is an ISPF dialog application, check that the ISPF variables in the corresponding ISPF panel are correctly passed in the ‘&tautabv’ AWM special variable.

Message text:
Cached Elements (et_elements.xml) could not be recovered.

Explanation:
The cached element directory of the corresponding AWM application could not be parsed correctly.

User response:
Contact the AWM workflow modeller.
**Workflow modeller response:**

Check that the et_elements.xml file in the application folder of the user’s workspace has correct XML syntax. If possible, try to correct the syntax errors. Otherwise the user has to clear the application’s cache.

**Message text:**

File 'et_elements.xml' does not exist in folder '&folder_name'.

**Explanation:**

The cache file of the element directory of the corresponding AWM application could not be found.

**User response:**

Clear the application’s cache, because the cache is no longer consistent.

**Message text:**

Elements could not be cached. Failed to save 'et_elements.xml'.

**Explanation:**

The cache file of the element directory of the corresponding AWM application could not be saved.

**User response:**

Check that you have the rights to write to the AWM application folder.

**Message text:**

Cached Element lists (eb_elementsinlists.xml) could not be recovered.

**Explanation:**

The cached eb_elementsinlists.xml file of the corresponding AWM application could not be parsed correctly.

**User response:**

Contact the AWM workflow modeller.

**Workflow modeller response:**

Check that the eb_elementsinlists.xml file in the application folder of the user’s workspace has correct XML syntax. If possible, try to correct the syntax errors; otherwise, the user has to clear the application’s cache.

**Message text:**

Element lists could not be cached. Failed to save 'eb_elementsinlists.xml'.

**Explanation:**

The eb_elementsinlists.xml file of the corresponding AWM application could not be saved.
User response:
Check that you have the rights to write to the AWM application folder.

Message text:
Cached Element lists (eb_elementsinlists.xml) could not be deleted.
Explanation:
The cache file of the element list directory of the corresponding AWM application could not be deleted.
User response:
Check that you have the rights to write to the AWM application folder.

Message text:
Cached Elements (et_elements.xml) could not be deleted.
Explanation:
The cache file of the element directory of the corresponding AWM application could not be deleted.
User response:
Check that you have the rights to write to the AWM application folder.

Message text:
The Elementlist &elementlist_id cannot be recovered, because its parent resource does not exist.
Explanation:
During the restore of an element list, it was discovered that the element list’s parent resource does not exist in the element directory.
User response:
Refresh the element list.

Message text:
Failed to save the Element list into cache.
Explanation:
The cache file of an element list could not be saved.
User response:
Check that you have the rights to write to the AWM application folder.

Message text:
The local Application folder could not be located.
Explanation:
The AWM application folder could not be found.

User response:
Unload and reload the application.

Message text:
An Element list could not be restored: &elementlist_id.

Explanation:
The element list with the corresponding ID could not be restored from the user's workspace.

User response:
Refresh the corresponding element list.

Message text:
Failed to store the Element list in file &elementlist_id.

Explanation:
The element list could not be saved.

User response:
Check that you have the rights to write to the AWM application folder.

Message text:
Cached Element lists (lm_elementlists.xml) could not be recovered.

Explanation:
The element list directory could not be recovered.

User response:
Clear the application’s cache.

Message text:
File lm_elementlists.xml could not be deleted.

Explanation:
The element list directory could not be deleted.

User response:
Check that you have the rights to write to the AWM application folder.

Message text:
Failed to interpret the 'Selection Count' attribute of the Action Descriptor: &actiondescriptor_id.
**Explanation:**
The selection count in the Has_Action relationship of the corresponding element type is not numeric in the AWM model application.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check the selection count of the Has_Action relationships of the corresponding element type. If it is not numeric, correct it.

**Message text:**
Failed to load error entries from cache (er_errorFeedback.xml).

**Explanation:**
Cached Error feedback entries file could not be recovered.

**User response:**
If there is an er_errorFeedback.xml file in the AWM application's folder, remove it and repeat the syntax check action.

**Message text:**
An error occurred while writing the file 'er_errorFeedback.xml'.

**Explanation:**
The Error feedback entries file could not be saved to the AWM application folder in the user's workspace.

**User response:**
Check that you have the rights to write to the AWM application folder.

**Message text:**
Failed to store error entries into cache (er_errorFeedback.xml).

**Explanation:**
The Error feedback entries file could not be saved to the AWM application folder in the user's workspace.

**User response:**
Check that you have the rights to write to the AWM application folder.

**Message text:**
The File Descriptor with the ID ‘&filedescriptor_id’ could not be found among previous output parameters.
Explanation:
The file descriptor filedescriptor_id was defined as an input parameter for the corresponding tool with the property Parameter From=Previous_Tool, but no tool in the action provides the file descriptor as output parameter.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the Parameter_From property is set correctly for the corresponding tool's file input parameter. Check for missing file descriptors as a tool's output parameter for the other tools in the corresponding action's tool sequence.

Message text:
The Property '&property_id' was not found among previous output parameters.

Explanation:
The property 'property_id' was defined as an input parameter for the corresponding tool with the property 'Parameter From=Previous_Tool', but no tool in the action provides the property as an output parameter.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the 'Parameter_From' property is set correctly for the corresponding tool's string input parameter. Check for missing properties as a tool's output parameter for the other tools in the corresponding action's tool sequence.

Message text:
The Property '&property_id' was not found within the execution context.

Explanation:
The property 'property_id' was defined as an input parameter for the corresponding tool with the property 'Parameter From=Context', but it cannot be found in the execution context.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the 'Parameter_From' property is set correctly for the corresponding tool's string input parameter.

Message text:
An error occurred when trying to create an instance of SAX parser.
**Explanation:**
The XML parser could not be started to parse the `ft_filters.xml` file.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Contact the Micro Focus SupportLine.

**Message text:**
An error occurred when trying to save the file 'filters.xml'.

**Explanation:**
The filter directory of the AWM application could not be saved.

**User response:**
Check that you have the rights to write to the AWM application folder.

**Message text:**
An exception occurred when trying to delete `ft_filters.xml`.

**Explanation:**
The filter directory of the AWM application could not be deleted from the user's workspace.

**User response:**
Check that you have the rights to write to the AWM application folder.

**Message text:**
An error occurred when trying to load the file 'jt_jobs.xml'.

**Explanation:**
The job directory of the AWM application could not be restored from the user's workspace.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check that the `jt_jobs.xml` file in the application folder of the user's workspace has correct XML syntax. If possible, try to correct the syntax errors; otherwise, the user has to remove it from the application folder.

**Message text:**
The cached information for &cache_type seems to be incompatible with the loaded model. Do you wish to reset the corresponding cache files?
Explanation:
This is an informational message. After changes in the application model, the cache file of the given type is no longer compatible with the model.

User response:
Recommendation: The user should confirm the dialog.

**Message text:**
Backup folder could not be created.

Explanation:
During the backup process of the user’s cache files, for an application that is incompatible with the application model, the backup folder could not be created in the user's workspace.

User response:
Check that you have the rights to write to the AWM application folder.

**Message text:**
Failed to copy the backup folder.

Explanation:
During the backup process of the user’s cache files, for an application that is incompatible with the application model, the backup folder could not be copied to the backup folder in the user’s workspace.

User response:
Check that you have the rights to write to the AWM application folder.

**Message text:**
Converting an outdated application model failed.

Explanation:
When an application model file is no longer compatible with the actual application model, the application load process attempts to convert this outdated application model file. This conversion attempt has resulted in errors.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the reported conversion errors. Try to change the application model file manually, so that it is compatible with the actual application model.

**Message text:**
An error occurred while trying to read the configuration file: &file_name.
Explanation:
During the load of an application, the configuration file could not be found.

User response:
Check that the application’s configuration file can be found at the location cited in the AWM master configuration file, under the tag ‘Conf’.

Check the spelling of the location of the application’s configuration file. If the spelling is incorrect, contact the AWM workflow modeller.

Workflow modeller response:
Correct the spelling of the location of the application’s configuration file.

Message text:
The configuration file ‘&file_name’ could not be found.

Explanation:
During the load of an application, the configuration file could not be found in the local workspace.

User response:
Check that the application’s configuration file can be found at the location cited in the AWM master configuration file under the tag ‘Conf’.

Check the spelling of the location of the application’s configuration file. If the spelling is incorrect, contact the AWM workflow modeller.

Workflow modeller response:
Correct the spelling of the location of the application’s configuration file.

Message text:
The system could not create configuration dataset.

Explanation:
During the unloading of an application, the configuration file could not be written to the local workspace.

User response:
Check that you have the rights to write to the AWM application folder.

Message text:
An exception occurred when while trying to close the configuration file.

Explanation:
During the unloading of an application’s configuration file to the local workspace, an IO exception occurred.
User response:
Check that you have the rights to write to the AWM application folder.

Message text:
The given input stream is null. Possible reason: The model configuration file from the master configuration does not exist.

Explanation:
During the load of an application, the configuration file could not be found.

User response:
Check that the application’s configuration file can be found at the location cited in the AWM master configuration file under the tag ‘Conf’.

Check the spelling of the location of the application’s configuration file. If the spelling is incorrect, contact the AWM workflow modeller.

Workflow modeller response:
Correct the spelling of the location of the application’s configuration file.

Message text:
No Extension found for Job utility.

Explanation:
No plug-in exists in the Enterprise Developer for IBM zEnterprise installation that extends the extension point for the job utility.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the AWM installation is correct and complete.

Message text:
The Remote System ‘&remotesystem_name’ (IP: &host_ip ”) was not found.

Explanation:
The remote system belonging to an AWM system in the Team Developer Tree View could not be found in the Remote Systems View.

User response:
The remote system belonging to the AWM system in the Team Developer Tree View was probably renamed. Rename the remote system back or re-create the AWM system in the Team Developer Tree View.
**Message text:**

Failed to load system references.

**Explanation:**

The system directory file `st_systems.xml` could not be loaded from the user's workspace.

**User response:**

Check that the `st_systems.xml` file in the AWM folder of the user's workspace has correct XML syntax. If possible, try to correct the syntax errors; otherwise, remove it from the AWM folder and refresh the system entry in the Enterprise Developer for IBM zEnterprise Team Developer Tree View.

**Message text:**

Failed to load system references.

**Explanation:**

The system directory file `st_systems.xml` could not be loaded from the user's workspace.

**User response:**

Remove the system entry in the Enterprise Developer for IBM zEnterprise Team Developer Tree View and re-create it.

**Message text:**

Failed to recover cached systems (`st_systems.xml`).

**Explanation:**

The system directory file `st_systems.xml` could not be loaded from the user's workspace.

**User response:**

Check that the `st_systems.xml` file in the AWM folder of your workspace has correct XML syntax. If possible, try to correct the syntax errors; otherwise, remove it from the AWM folder and refresh the system entry in the Enterprise Developer for IBM zEnterprise Team Developer Tree View.

**Message text:**

An error occurred when trying to save the file 'st_systems.xml'.

**Explanation:**

The `st_systems.xml` file of the corresponding could not be saved.

**User response:**

Check that you have the rights to write to the AWM folder.

**Message text:**

An error occurred while writing the file 'st_systems.xml'.

Explanation:
The st_systems.xml file of the corresponding could not be saved.

User response:
Check that you have the rights to write to the AWM folder.

Message text:
Exception when allocating data set: &dataset_name.

Explanation:
The allocation of the given data set failed.

User response:
Click Details>> for more information about the allocation error. Check that there is more information about the allocation error in the corresponding z/Server user server.

Message text:
No UI Tool configured for &panel_id.

Explanation:
No tool descriptor could be found in the AWM application model with a Panel Name property whose value matches the given panel_id.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the corresponding tool descriptor in the AWM application model has an ISA_ISPF_Panel relationship. Check that the value of the Panel Name property in this ISA_ISPF_Panel relationship is spelled correctly.

Message text:
Invalid parameter string got from ZServer: &parameter_string.

Explanation:
The parameter string received from an ISPF dialog tool did not contain the keyword “DialogRequest:”.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that there is more error information in the z/Server user server. Check that the corresponding dialog tool is correctly modelled in the AWM application model. Check the AWM extension of the corresponding ISPF panel.
**Message text:**

zServer parameter error: Value length missing for &variable_name.

**Explanation:**

The parameter string received from an ISPF dialog tool did not contain the length information for the cited variable.

**User response:**

Contact the AWM workflow modeller.

**Workflow modeller response:**

Check that in the corresponding ISPF panel, the ISPF variables are correctly passed in the TAUPARMS AWM special variable. In the AWM application model, check that the input parameters of the corresponding tool or the panel fields defined on the tool's ISA_ISPF_Panel relationship match the ISPF variables passed in the TAUPARMS special variable of the corresponding ISPF panel.

The number and sequence of the variables in the TAUPARMS special variable of the ISPF panel must map with the number and sequence of the tool's input parameter, including the panel fields defined under the tool's ISA_ISPF_Panel relationship.

**Message text:**

zServer parameter error: Value length for &variable_name is not numeric.

**Explanation:**

The parameter string received from an ISPF dialog tool provides length information for the cited variable, which is not numeric.

**User response:**

Contact the AWM workflow modeller.

**Workflow modeller response:**

Check that the ISPF variables are correctly passed in the TAUPARMS AWM special variable in the corresponding ISPF panel. In the AWM application model, check that the input parameters of the corresponding tool or the panel fields defined on the tool's ISA_ISPF_Panel relationship match the ISPF variables passed in the TAUPARMS special variable of the corresponding ISPF panel.

The number and sequence of the variables in the TAUPARMS special variable of the ISPF panel must map with the number and sequence of the tool's input parameter, including the panel fields defined under the tool's ISA_ISPF_Panel relationship.

**Message text:**

zServer parameter error: Value length too short for &variable_name.

**Explanation:**

The parameter string received from an ISPF dialog tool provides length information for the cited variable, which is too short. The length information must be 5 bytes long.
User response:
Contact the AWM workflow modeller.

Workflow modeller response:
In the corresponding ISPF panel, check that the ISPF variables are correctly passed in the TAUPARMS AWM special variable. In the AWM application model, check that the input parameters of the corresponding tool or the panel fields defined on the tool's ISA_ISPF_Panel relationship match the ISPF variables passed in the TAUPARMS special variable of the corresponding ISPF panel.

The number and sequence of the variables in the TAUPARMS special variable of the ISPF panel must map with the number and sequence of the tool's input parameter, including the panel fields defined under the tool's ISA_ISPF_Panel relationship.

Message text:
Error when parsing input for table. More table properties configured than delivered by the remote tool.

Explanation:
When parsing the input for a table corresponding to an ISPF table dialog, it was detected that there were more properties configured in the file descriptor of the corresponding tool in the AWM application model than values that were returned for a table row.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the number and sequence of the corresponding file descriptor's property corresponds with the number and sequence of the variables in the TAUTABV special variable of the corresponding ISPF panel.

Message text:
Error when parsing input for table. Value for property &property_id not found.

Explanation:
When parsing the input for a table corresponding to an ISPF table dialog, the value for the property property_id was not found in the values returned for a table row.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the number and sequence of the corresponding file descriptor's property corresponds with the number and sequence of the variables in the TAUTABV special variable of the corresponding ISPF panel.
**Message text:**

IO Exception during ISPF dialog processing.

**Explanation:**

An IO error occurred during ISPF dialog processing.

**User response:**

Click **Details>>** or view the corresponding z/Server user server to check for more information about the IO error.

---

**Message text:**

Exception during ISPF dialog processing.

**Explanation:**

During ISPF dialog processing, an exception occurred.

**User response:**

Click **Details>>** or view the corresponding z/Server user server to check for more information about the IO error.

---

**Message text:**

There are no z/OS systems defined. Please define a new connection first.

**Explanation:**

An attempt was made to add a new AWM system in the Team Developer Tree View before a remote z/OS system was defined in the Remote System View.

**User response:**

The user should first define a z/OS system in the Remote System View.

---

**Message text:**

The file type &file_type is not supported by &classname.

**Explanation:**

The file type defined in the corresponding file descriptor in the AWM application model is not supported by the cited class.

**User response:**

Contact the AWM workflow modeller.

**Workflow modeller response:**

Check that the correct file type is defined in the corresponding file descriptor in the AWM application model.
**Message text:**
The parameter file 'parameter_file' could not be created.

**Explanation:**
This is a message from the ISPF tool executor. The parameter file, for the transfer of tool parameters to the ISPF tool, could not be created.

**User response:**
Check that more information about the allocation error can be found in the corresponding z/Server user server.

**Message text:**
A file input parameters must be set.

**Explanation:**
This is a message from the integrated tool Remote Edit. This tool needs an input parameter of type 'file'.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check the definition of the integrated tool Remote Edit in the AWM application model. Add an input parameter of type 'file' to the tool.

**Message text:**
File input parameters are not yet supported by the MVS Tool Executor.

**Explanation:**
An input parameter of type 'file' was defined for the corresponding tool of tool type 'MVS', which is not yet supported.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check the type of the corresponding tool's input parameters. The parameter should probably be of type 'string'.

**Message text:**
The TSO Command &command could not be sent.

**Explanation:**
An exception happened during the execution of the TSO command &command.
User response:
Click Details>> or view the corresponding z/Server user server to check for more information.

Message text:
The job card file could not be read.

Explanation:
An IO exception occurred during the attempt to read the customized job card in the user’s workspace.

User response:
The user should use the Change Job Card action in the Team Developer Job View to create a customized job card.

Message text:

Explanation:
This is a message from the ISPF tool executor. The ISPF tool executor could not write to the parameter file for the transfer of the tool parameters to the ISPF tool.

User response:
Check that more information about the write error can be found in the corresponding z/Server user server.

Message text:
The parameter file '&file' could not be read.

Explanation:
This is a message from the ISPF tool executor. The ISPF tool executor could not read the parameter file in which the ISPF tool returns the result parameters.

User response:
Check that more information about the read error can be found in the corresponding z/Server user server. Check that the corresponding ISPF tool returned the correct dataset name.

Message text:
Wrong format of return code for tool '&tool_id'.

Explanation:
This is a message from the ISPF tool executor. The corresponding ISPF tool returned a return code value that is not numeric.

User response:
Check that the return code of the called ISPF tool is numeric.
Message text:
Tool &tool_id returns less resource parameters than expected. &count1 parameters were detected while &count2 parameters were specified for this tool.

Explanation:
This is a message from the ISPF tool executor. The number of parameters returned by the given ISPF tool is less than the number of output parameters configured for the tool in the AWM application model.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the output parameter configuration of the corresponding tool in the AWM application model. Check that the sequence numbers of the output parameters in the AWM application model are set correctly.

Message text:
Unexpected return code of tool '&tool_id'. The Return code was '&rc'.

Explanation:
This is a message from the ISPF tool executor. The corresponding ISPF tool returned a return code value that is not numeric.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the return code of the called ISPF tool has is numeric.

Message text:
Failed to receive applications.

Explanation:
The applications of an AWM system in the Team Developer Tree View could not be created when an Expand or Refresh action was executed on the system.

User response:
Check the network connection. Check that the z/Server is running on the remote system. Check for more information in the z/Server scheduler task.

Message text:
Failure executing TAULAPPL
Explanation:
The execution of the REXX procedure TAULAPPL (TAUZCAPP) failed when trying to expand or refresh the AWM system in the Team Developer Tree View.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the z/Server is running on the remote system. Check for more information in the corresponding z/Server user server.

Message text:
Failed to call the TAULAPPL procedure.

Explanation:
The call to the REXX procedure TAULAPPL (TAUZCAPP) gave a return code less than 0 or higher than 8 when trying to expand or refresh the AWM system in the Team Developer Tree View.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the z/Server is running on the remote system. Check for more information in the corresponding z/Server user server.

Message text:
TAULAPPL error messages &msg.

Explanation:
The call to the REXX procedure TAULAPPL (TAUZCAPP) gave a return code of 8 when trying to expand or refresh the AWM system in the Team Developer Tree View.

User response:
Check the error messages returned by the REXX procedure TAULAPPL (TAUZCAPP).

Message text:
RC of TAULAPPL is not numeric.

Explanation:
The REXX procedure TAULAPPL (TAUZCAPP) returned a return code that is not numeric when trying to expand or refresh the AWM system in the Team Developer Tree View.

User response:
Contact the AWM workflow modeller.
Workflow modeller response:
Check for more information in the corresponding z/Server user server. Check that the REXX procedure TAULAPPL (TAUZCAPP) works correctly.

Message text:
Failed to get applications. Output from interface procedure was: &output.

Explanation:
It was not possible to parse the AWM applications from the output returned by the REXX procedure TAULAPPL (TAUZCAPP) when trying to expand or refresh the AWM system in the Team Developer Tree View.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the AWM master configuration file is built correctly.

Message text:
Failed to call TAULAPPL.

Explanation:
The call of TAULAPPL (TAUZCAPP) failed.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check that the REXX procedure TAULAPPL (TAUZCAPP) is in the SYSEXEC of the corresponding z/Server user server.

Message text:
The file &file_descriptor contains fewer values than configured properties.

Explanation:
The corresponding tool returns in file fewer values a line of the output than properties are configured for the corresponding file descriptor.

User response:
Contact the AWM workflow modeller.

Workflow modeller response:
Check the file output of the corresponding tool. Does the tool in all lines of the output file return a value for each property modelled in the corresponding file descriptor?
Message text:
Exception when trying to add a new filter.

Explanation:
The definition of a new filter from within the Team Developer Tree View gave an exception.

Workflow modeller response:
Contact the Micro Focus SupportLine.

Message text:
Error opening view.

Explanation:
The filter view could not be opened after a new filter was defined from within the Team Developer Tree View.

Workflow modeller response:
Contact the Micro Focus SupportLine.

Message text:
Error resolving filter.

Explanation:
An exception occurred when the filter action was executed.

User response:
Check for more information about the exception in the corresponding z/Server user server.

Message text:
Exception when trying to get Resource &element_id.

Explanation:
When trying to restore the open files list from the Enterprise Developer for IBM zEnterprise workspace, an exception occurred because the element belonging to the open file could not be found in the internal element directory.

User response:
Remove the ft_openfiles.xml file from the corresponding AWM application folder. If this does not help, you have to clear the cache of the AWM application.

Message text:
The output file '&file_name ' could not be opened.

Explanation:
An exception occurred when trying to open the file file_name for edit.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check that the file descriptor for the corresponding edit action is correctly defined in the AWM application model.

**Message text:**
No application active. Please load one.

**Explanation:**
An Edit action was attempted, but no AWM application is active.

**User response:**
The user should load an application in the Team Developer Tree View.

**Message text:**
No extension was found for the tool-type '&tooltype'.

**Explanation:**
The tool type '&tooltype' was found in the AWM application model. For this tool type no extension exists.

**User response:**
Contact the AWM workflow modeller.

**Workflow modeller response:**
Check the spelling of tool type. If the spelling is wrong, correct it in the AWM application model file.
If the spelling is correct, check that the client software is completely installed.

**Message text:**
Failed to open the internal Project while allocating the output file.

**Explanation:**
The AWM project folder could not be found in the user’s Enterprise Developer for IBM zEnterprise workspace.

**User response:**
Refresh the AWM system in the Team Developer Tree View.

**Message text:**
Failed to execute the integrated tool 'EditOpener'. The File Descriptor &filedescriptor_id must be a workspace file descriptor.
Explanation:

The integrated tool EditOpener was called with a file input parameter file that is not type ‘Workspace_File’.

User response:

Contact the AWM workflow modeller.

Workflow modeller response:

Check the file input parameter of the integrated tool ‘EditOpener’. The type of the file input parameter must be ‘Workspace_File’.
3 Troubleshooting

The first step to troubleshooting is to determine the AWM component in which the problem occurred.

You can generally differentiate between two AWM components:

- z/Explorer
- Modelled AWM application

The type of AWM component and where the error occurred determine the analysis methods required.

Some error situations are caused by a temporary failure; for example, the IP communication socket between the client and the z/Server is not ready for communication.

Typically, in such cases, you will receive an org.xml.sax.SAXParseException message, sometimes with the reason “Content not allowed in prolog.”. This is because the communication between the client and the z/Server scheduler task is in XML format, and when the client does not receive a correct XML response (because the z/Server scheduler task is temporarily unavailable), a SAX exception occurs. If this happens, it is worth repeating the action; in most cases, it will work.

This chapter describes general troubleshooting methods which apply to both types of component.

The special methods for z/Explorer and modelled AWM applications are described in separate chapters.

3.1 General Problems

To determine the cause of the problem, we need to gather as much information as possible.

You should try to answer as many of the following questions as you can:

- Which version of the AWM software is installed on your system?
- What error message, if any, is displayed? And what additional information is displayed if you click Details>>.
- Are there any entries in the error log relating to this error situation?
- How did the system differ to the way you were expecting it to behave?
- Can you reproduce the problem?
- Does the problem only occur under certain conditions (e.g. only with certain input data or on certain types of element)? If so, what are they?
- Does the problem only occur in your environment. or is it a general problem for all users?
- Does the problem persist after restarting your Enterprise Developer for IBM zEnterprise workbench?

If you want to progress the problem with the Micro Focus SupportLine, there are a number of things that can help them undertake a deeper analysis of the problem:

- Detailed problem description
- Screenshots of error messages
- Screenshots of unexpected behavior
• Error logs

Refer to 3.4 Gathering Information for the Micro Focus SupportLine for details on how to collate the information required by the Micro Focus SupportLine.

3.2 z/Explorer Problems

Typically, if an error occurs in the z/Explorer, an error message is displayed. If the error contains a message ID, refer to the z/Server Messages and Diagnostics Guide for more information about the cause and possible resolution.

If the error displays a software exception message, refer to the error log view for more information.

If neither of these resources helps to solve the problem, send the error log to Micro Focus; refer to chapter 3.4 Gathering Information for the Micro Focus SupportLine.

3.3 AWM Problems

A special feature of the AWM is that the functionality of an application in the Team Developer Tree View is based on an XML model file.

In most cases, a problem in a modelled application can be traced back to an error or inconsistency in the application model. As a general rule, the AWM model administrator should validate a model file before it is set productive. Validate a model file by clicking , which is displayed on the Enterprise Developer for IBM zEnterprise toolbar when editing a model file. Errors reported by the validation should always be corrected before the model file is set productive.

If problems caused by a modelled application are reported to the Micro Focus SupportLine, it is important that the application model file is included. To include the application model file, open the Navigator View from the Enterprise Developer for IBM zEnterprise workbench. In the Navigator View, expand the InternalTDProject entry to the level of the application that is currently active in the Team Developer Tree View. The corresponding model file, TAURCONF.xml, for the active application should be displayed.
Include a copy of this file in the information to be sent to the Micro Focus Support Line.

The next five sub-chapters require some knowledge about AWM application modelling. They are meant as help for the AWM model administrator to correct some typical error situations caused by an inconsistent application model.

### 3.3.1 Modelled Action Does Not Work

- Check the reference to the Action Descriptor (e.g. "Element has Action"):
  - Is there a reference to an Action Descriptor in the respective Element Type?
  - Is the correct Action Descriptor referenced?

- Check the Action Descriptor:
  - Are the references to the Tool Descriptors correct (including sequence numbers)?

- Check the Tool Executor(s):
  - Are the parameters correctly modelled?
    - Check that the Type attribute matches with the used Target ID - In most cases parameters that reference a file descriptor (TargetID File) must be modelled with
the attribute Type = File while parameters pointing at a property (TargetID Parm) must have the attribute Type = String

- Check that the Parameter From attribute of all input parameters is correct.
  Context – The value will be taken from context (properties of the selected Element)
  Previous Tool – The value will be taken from previous tool of the corresponding Action Descriptor
  User Input – No value will be taken (only for Input Dialogs)
  Remember that you can also use a Default- or Static Value

- If Tool Type = ISPFCOMMAND
  
  - Is the “ISA ISPFTool” attribute modelled?
  - Is the Program ID spelled correctly?
  - Is the correct Invocation Form specified?
  - Are parameter separators correctly modelled?

3.3.2 Element List is Not Created

- If a detailed error dialog is displayed (containing the parsed line for element list creation):
  
  - Use the “Validate” action of the Application Workflow Modeller. If errors were detected, try to correct them.
  - In the error dialog:
    
    - Check that the values of the parsed line were parsed properly.
    - Check that the match name (Element Type name) is on the parsed line.
    - Check that the match name’s position is correct (depending on the position of the Element Type Property).
    - Check that the parsed line contains every Property of the Element Types ID Definition.

- If no detailed error dialog is displayed:
  
  - If the element list should be shown in the Table View (no Get Children action):
    
    - Check that an Element List Structure is modelled for the corresponding Action Descriptor (attribute Has Elementlist).

3.3.3 Tree View is Not Expandable

- If the Tree View Element is the Application itself:
  
  - Check that an Action Descriptor was defined in the Get Root Containers attribute of the Application Options.

- If the Tree View Element is an Element of a modelled Element Type:
- Check that an Action Descriptor was defined in the Get Children attribute of the corresponding Element Type.

- Try “Refresh” on the Tree View Element that is not expanding:
  - Explanation: The AWM caches Tree View information. If the expand fails because of an incorrect model, an empty list will be cached.

### 3.3.4 Tree View Elements Do Not Have a Correct Label

- Check the Tree View Label attributes of the corresponding Element Type. The attribute can be found in the “Element Type has Property” relationship

### 3.3.5 Edit Action (Simple Remote Edit or Browse) Does Not Work Properly

- If the editor does not open, check the Tool Descriptor that should open it up:
  - The attribute Integrated Tool must be set to RemoteEdit.
  - An input parameter must be configured:
    - Type = File
    - TargetID File = Unstructured Tool Descriptor. Check that the Name Physical attribute references the correct Property IDs.

- If the editor opens, but the editor title/label is “null”:
  - Check that exactly one Property of the corresponding Element Type has the Element Name attribute set to true. The attribute is in the “Element Type has Property” relationship.

- The editor opens with the wrong suffix (.txt):
  - Check that the corresponding Element Type has a relationship to a suffix Property.
  - Check that the suffix Property has the attribute Special Property = Element_Suffix.

- The wrong editor opens up:
  - In Eclipse, click **Window > Preferences > General > Editors > File Associations** and configure which editor should open up for the file extension (suffix).

### 3.4 Gathering Information for the Micro Focus SupportLine

When a user problem cannot be resolved by the AWM model administrator/system administrator, report the problem to the Micro Focus SupportLine.

Including debug information in the error logs helps to further analyse the problem. To include this information, create an .options file and save it in the installation path of the Enterprise Developer for IBM zEnterprise product.
The .options file must contain the following:

```
de.soforte.taurus/debug=true
de.soforte.taurus/debug/flag=true
de.soforte.taurus.mvssystem/debug=true
de.soforte.taurus.mvssystem/debug/flag=true
de.soforte.zserver.communicator/tracing=true
```

You can edit this file with Notepad or any similar text editor.

When saving the .options file, to quickly find your installation path, click **Open File Location** from your Enterprise Developer for IBM zEnterprise shortcut.

After you have created the .options file and saved it to the installation path, restart the Enterprise Developer for IBM zEnterprise workbench with the –debug option. To do this, append ‘-debug’ to the Target field shown above.

You should now reproduce the error, and then export the error log. To export the error log to a local file, click **Error Log View** from the Enterprise Developer for IBM zEnterprise workbench.
Add the exported file to the other information (problem description, screenshots, etc) for the SupportLine, zip it up ready to attach to an incident raised with the Micro Focus SupportLine.

After you have done this, you should remove the –debug option from the Target field.

You can also add debug information to the remote z/Server user server output by activating the REXX debug as described in the Workflow Manager Configuration Guide.
4 Sample Error Situations

4.1 z/Server is Down

If the z/Server task is down on the remote system, you will receive an error message containing the following information when you try to connect to the z/Server:

![Error Message Example](image)

4.2 Connection to the z/Server is Interrupted

If the network connection between the client and the remote system is interrupted, you will receive an error message containing the following information when you try to connect to the z/Server:

![Error Message Example](image)

This is the same message as received when the z/Server is down. The same error message can have different causes.
4.3 Wrong Port in Connection Definition

If you defined a wrong port in the z/Server settings of your connection, you will get the following error message when you try to connect to the z/Server:

![Error Message]

4.4 Connection Problem During an Active Connection

When network connection problems occur while you are already connected with the remote system via the z/Server, you receive this kind of error message:

![Error Message]

In this case, the connection problems occurred when you tried to close a file in the editor. The action to delete the local copy of the file could not be executed. The reason is a time-out because of connection problems.
4.5 No RACF OMVS Segment

If you are a TSO user who has no RACF OMVS segment defined but tries to execute an ISPF tool via an AWM modelled application, you receive the following error message:

![Error Message]

This is a message which comes from the underlying z/Server software. When looking at the output of the corresponding z/Server user server on the remote system, the following error entry is displayed:

```
TAU0007E 14:06:59.489 Error during Call to EZASOKET
          Function : INITAPI
          Reason-Code : 156
          See TCP/IP for MVS: API Reference for details
```

4.6 Model Error: Wrong Program ID

If the AWM model administrator defined a wrong Program ID in the ISA ISPF Tool relation of a tool descriptor, you receive the following error message:

![Error Message]
4.7 Model Error: Wrong Panel Name

If the AWM model administrator defined a wrong Panel Name in the ISA ISPF Panel relation of a tool descriptor for an ISPF dialog tool, you receive the following error message:

![Error Message]

**4.8 Error Situations in an Attached Tool**

If you use one of the pre-configured AWM models (PDS Explorer, SCLM Application, ChangeMan Application) or your AWM model administrator developed their own application model based on the REXX tool adapter TAUTOSAM, your attached tools will report error situations in a defined way.

For a deeper understanding of the methods and techniques of AWM tool attachment, please see the *Workflow Manager Configuration Guide*.

The AWM software displays an error message when the return code of the attached tool is higher than the value the AWM model administrator specified under the property `Max RC` of the *Application Options* in the AWM model. The recommendation is to specify a value of 4 as `Max RC`.

The following error message is displayed:

![Error Message]

Within the message, the return code and the message returned by the attached tool are displayed.

The following table shows some special return codes generally used in the pre-configured AWM models, specifically in models based on the REXX tool adapter TAUTOSAM.
### Return code | Meaning
---|---
0 | Attached tool successfully executed; no message window is displayed
11 | The return code of a called facility such as TSO or ISPF is higher than the maximal allowed return code specified in the facility call; in this case, the message will contain the called command and the return code produced by the facility. Look up the meaning of the return code in the corresponding IBM Messages and Codes guide under the command reported by the message
99 | Undefined variable referenced or syntax error in the attached tool

As well as these special return codes, the attached tools can return customer created return codes and messages. If you use the REXX TAUTOSAM as a template for your own tool adapter, those messages will be reported in the same formatted way.

The following examples show the error messages displayed when certain error situations occur within an attached tool.

- Undefined variable used in the attached tool:

![Error message example 1](image1.png)

- Syntax error in the attached tool:

![Error message example 2](image2.png)
Call to the ISPF command VGET returns a return code higher than the maximal allowed return code of 0:

Looking in REXX TAUPDGJK, we can see that the error was produced by a call to the ISPF command VGET:

```
Call ISPF '0 VGET (ZUSERA) SHARED'
```

Referring to the IBM ISPF Services Guide under the return code 8 for the command VGET shows the following:

```
Variable not found. If the SYMDEF parameter was specified: system symbol not found.
```

- Custom return code:

The custom-edited REXX TAUPDGJK returned with a return code of 12, which is higher than the Max RC of 4 specified under the Application Options in the AWM model. The message returned by the REXX TAUPDGJK is "This is a customer specific error situation...".
5 Known Issues

In this chapter, known issues and possible work-arounds are provided.

The port of a z/Server connection is not remembered

**Description:**
When you create a new z/Server connection and exit the Enterprise Developer for IBM zEnterprise workbench without connecting to this new connection, the port is set back to the value 1111 when you re-enter the Enterprise Developer for IBM zEnterprise workbench.

**Auxiliary solution:**
You should always connect to a newly created z/Server connection before exiting the Enterprise Developer for IBM zEnterprise workbench.

File Mapping case sensitive

**Description:**
When you create a file mapping in the File Mappings View with a fully qualified dataset name (no wildcards), the input is case sensitive.

**Auxiliary solution:**
You should use uppercase letters in the Generic Name field of the file mapping dialog (especially for full qualified data set names).

Remote code page ignored

**Description:**
The setting of the remote codepage in the properties of the MVS Explorer or in the File Mappings View is ignored. By default, the host codepage is IBM-01141. Currently, it can only be changed by the z/Server configuration parameter CCSID.

**Auxiliary solution:**
None.

Change password when connected

**Description:**
If you use the Change Password… action on a z/Server connection that is connected, this can lead to consecutive faults.

**Auxiliary solution:**
Use the Change Password… action only on a z/Server connection that is not connected.
Multi-selection in ISPF table dialogs with non-keyed tables

Description:
In modelled ISPF table dialogs with non-keyed tables, multi-selection of table entries doesn’t work correctly.

Auxiliary help:
ISPF table dialogs of non-keyed ISPF tables with multi-selection line commands cannot yet be modelled.

Search on dataset that contains the character #

Description:
The z/Server search action does not work correctly for datasets that contain the character #.

Auxiliary help:
None.
6 Bibliography

z/Server Installation Guide

z/Server Messages and Diagnostics

Workflow Manager Configuration Guide