



Identifying and Resolving Db2 System Problems

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Objectives

Identifying and Resolving Db2 System Problems

In this module, you will look at some problem scenarios associated with system aspects of Db2 and the type of data you may need to obtain to assist with problem analysis. You will discover the commands used for creating Db2 dumps and for starting and stopping Db2 traces. Finally you will be presented with a brief overview of the Db2 backup and recovery strategies and utilities used to ensure the consistency of Db2 data.

After completing this module, you will be able to:

- · Identify Solutions to Db2 Problem Scenarios
- Identify the Types of Data That Need to be Gathered for Problem Analysis
- Run Dumps and Traces for Db2
- Describe Db2 Backup and Recovery Processing



How do you handle DB2 if the z/OS system fails?

What if there are problems writing to the active or archive logs?

What action do you take if there are units of recovery left incomplete during a DB2 restart?



If there are I/O errors with the bootstrap data set, what should you do?

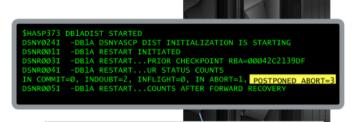
This section looks at several Db2 problem scenarios and identifies the steps that you can take as an operator to diagnose and resolve the problem.











Postponed abort in the restart messages indicates the number of units of work that could not perform backout when DB2 was last brought down. If automatic recovery is not enabled, a —RECOVER POSTPONED command will need to be issued.

If the system has failed or a hardware or software problem necessitates an IPL of the system, it will probably mean that Db2 was unable to be brought down gracefully. If you have any warning that you are about to lose the system then you can attempt the -STOP DB2 MODE(FORCE) command, which will terminate currently executing programs, including utilities. This will enable Db2 to provide a more controlled restart.

Click Play to view the steps that should be taken if the z/OS system fails and you cannot enter this command.







DB2 operator

Any information, such as the abend dump which was taken in the example here, needs to be passed to the relevant DB2 specialist.



The Internal Resource Lock Manager (IRLM) forms an integral part of the overall Db2 data processing strategy as it controls access to data. If IRLM fails it may produce a message similar to the one shown in the simulation above, and will terminate Db2.

Click Play to see the steps that should be taken in this scenario.





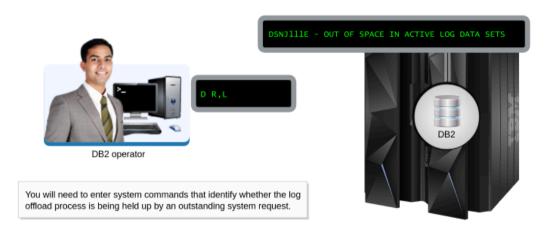




Generally there are two bootstrap data sets (BSDS) created for your Db2 subsystem because this data set contains information that is critical to Db2. In the situation where one BSDS cannot be accessed because of an I/O error, it needs to be recovered as soon as possible.

Click Play to see the steps that should be taken in this scenario, in consultation with the systems programmer.





The logs contain records of all data changes and other significant Db2 events and are used during restart and recovery to restore the Db2 system to a consistent state. A number of possible problems can occur with the logs such as out-of-space conditions, write or read I/O errors, or loss of dual active logging.

Click Play to see the steps that should be taken with an out of space scenario.

How do you perform a dump on a DB2 address space?

What data should you gather if DB2 hangs?

How do you start a DB2 trace and what type of information will it gather?



Which commands will provide me with additional system data?

This section focuses on identifying the data that you will need to gather when problems such as those discussed in the previous section of this module, occur.

You may already have a process in place when serious Db2 errors occur, which will no doubt contain additional requirements to the generic items discussed here.





```
ES2 JOB LOG -- SYSTEM SØW1 -- NODE SVSCJES2
   SATURDAY, 29 NOV 2014 ----
IEF695I START DBAGMSTR WITH JOBNAME DBAGMSTR IS ASSIGNED TO USER STCOPER , GROU
 SHASP373 DBAGMSTR STARTED
 DSNYØ24I -DBAG DSNYASCP MSTR INITIALIZATION IS STARTING
DSNZØØZI -DBAG DSNZINIT SUBSYSTEM DBAG SYSTEM PARAMETERS LOAD MODULE NAME IS DB
              DB2 logs
           4555.102 SØW1 SØW1 11/23/2014 ØW
                                                     SCROLL ===> CSR
COMMAND INPUT ===>
    S DBAGIRLM
    $HASP100 DBAGIRLM ON STCINRDR
    IEF695I START DBAGIRLM WITH JOBNAME DBAGIRLM IS ASSIGNED TO USER STCOPER
      GROUP GROUPZ
    $HASP373 DBAGIRLM STARTED
    DXR18ØI DJAGØØ1 AUTOMATIC RESTART MANAGER IS NOT ENABLED
    DXR117I DJAGØØ1 INITIALIZATION COMPLETE
ØØ9Ø DSNYØØ1I -DBAG SUBSYSTEM STARTING
```

0090 DSNJ127I -DBAG SYSTEM TIMESTAMP FOR BSDS= 14.348 16:39:27.21

When problems result in Db2 failing, you need to gather as much relevant data as possible so you, the DBA, or system programmer can determine the circumstances and resolve the problem so it does not occur again.

The first type of data you will usually need to gather focuses on the activity that was occurring at the time of the error. The system log can identify system-wide activity that was occurring at the time of the error. A copy of the JES2 job log for the failing Db2 address space should also be obtained as this provides specific details experienced by that Db2 component. A copy of the Db2 logs is useful, and there are several utilities that the DBA and system programmer can use for printing and formatting data within them.







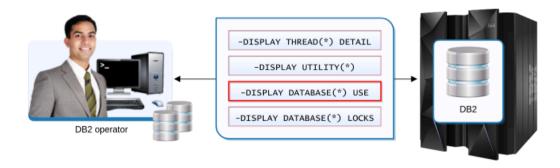
If the Db2 problem prevents any Db2 commands from being issued, then there are several MVS commands that may provide useful information about the state of the system when Db2 became hung or failed.

Mouse-over the commands above for a description of the information they provide.









This command displays table spaces and indexes spaces for all databases within the DB2 subsystem that are currently in use and shows connection information for the thread linked with the activity.

If the Db2 problem does allow you to issue commands, several commands such as those displayed here, may provide valuable information.

Mouse-over the commands above for a description of the information they provide.

```
COMMANDS=N/A
    DYNAMIC=NO
                         STATUS=INACTIVE
 FUNC=NONE
SUBSYS=DB1A
DYNAMIC=NO STATUS=ACTIVE
FUNC= 4 8 10 41 50
SUBSYS=DJ1A
DYNAMIC=NO STATUS=ACTIVE
FUNC= 51
SUBSYS=DB1B
SUBSYS=DB1B
                                                   COMMANDS=N/A
                                                   COMMANDS=N/A
                        STATUS=ACTIVE 50
    DYNAMIC=NO
                                                   COMMANDS=N/A
 FUNC= 8 10 41
SUBSYS=DJ1B
    DYNAMIC=NO
                         STATUS=INACTIVE
                                                   COMMANDS=N/A
 FUNC=NONE
SUBSYS=CICS
   DYNAMIC=YES
                         STATUS=ACTIVE
                                                   COMMANDS=REJECT
 FUNC= 4 8 9
SUBSYS=AXR
 DYNAMIC=YES
FUNC= 10
                         STATUS=ACTIVE
                                                   COMMANDS=REJECT
IEE612I CN=C01 DEVNUM=160 SYS=PROD dump comm=(dump of db2 mstr)
IEE163I MODE= RD
```



Step 1 of 3

If Db2 is not responsive and does not accept any commands you enter, then it could indicate a hang situation. In this scenario, you may be instructed to create a dump of the problem address space before having to cancel Db2.

Type DUMP COMM=(DUMP OF DB2 MSTR) and press Enter to initiate the dump process.





Gathering Data for Problem Diagnosis > Creating a Db2 Dump



Step 2 of 3

You can see from the console screen that you are prompted to enter the address space to be dumped. You are going to dump the MSTR Db2 address space, but the DIST, IRLM, and DBM1 address spaces can also be specified if required and are separated by commas in the command.

Type R 08, JOBNAME=(DB11MSTR) and press Enter to dump the MSTR address space.

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```
SUBSYS=CICS
                                    STATUS=ACTIVE 73
     DYNAMIC=YES
                                                                              COMMANDS=REJECT
  FUNC= 4 8
SUBSYS=AXR
    DYNAMIC=YES
                                     STATUS=ACTIVE
                                                                              COMMANDS=REJECT
  FUNC= 10
FUNC= 10
DUMP COMM=(DUMP OF DB2 MSTR)
*08 IEE094D SPECIFY OPERAND(S) FOR DUMP COMMAND
R 08, JOBNAME=(DB11MSTR)
IEE600I REPLY TO 08 IS; JOBNAME=(DB11MSTR)
IEA045I AN SVC DUMP HAS STARTED AT TIME=08.07.03 DATE=11/30/2014
FOR ASID (0038)
FOR ASID (0038)
QUIESCE = YES
IEA794I SVC DUMP HAS CAPTURED:
DUMPID=001 REQUESTED BY JOB (*MASTER*)
DUMP TITLE= DUMP OF DB2 MSTR
IEA611I COMPLETE DUMP ON MVS1.SVCDUMP.SOW1.D141130.T130703.S00001
DUMPID=001 REQUESTED BY JOB (*MASTER*)
FOR ASID (0022)
FOR ASID (0022)
  INCIDENT TOKEN: SYSPLEXA SOW1
                                                                     11/30/2014 08.07.03
IEE612I CN=C01 DEVNUM=160 SYS=PROD
IEE163I MODE= RD
```



Step 3 of 3

In this scenario your response has been received and a successful dump has been taken.

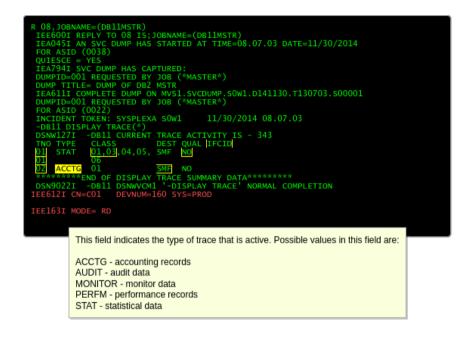
A number of other operands can be specified with your dump response including specific storage areas to be dumped. If you require this level of information you should reference IBM's MVS System Commands manual for the appropriate command syntax.



```
SUBSYS=CICS
                      STATUS=ACTIVE 73
  DYNAMIC=YES
                                              COMMANDS=REJECT
FUNC= 4 8 9
SUBSYS=AXR
  DYNAMIC=YES
                      STATUS=ACTIVE
                                              COMMANDS=REJECT
FUNC= 10
DUMP COMM=(DUMP OF DB2 MSTR)
08 IEE094D SPECIFY OPERAND(S) FOR DUMP COMMAND
R 08, JOBNAME=(DB11MSTR)
IEE6001 REPLY TO 08 IS; JOBNAME=(DB11MSTR)
IEA045I AN SVC DUMP HAS STARTED AT TIME=08.07.03 DATE=11/30/2014
FOR ASID (0038)
QUIESCE = YES
PEA794I SVC DUMP HAS CAPTURED:
DUMPID=001 REQUESTED BY JOB (*MASTER*)
DUMP TITLE= DUMP OF DB2 MSTR
IEA611I COMPLETE DUMP ON MVS1.SVCDUMP.SOW1.D141130.T130703.S00001
DUMPID=001 REQUESTED BY JOB (*MASTER*)
FOR ASID (0022)
                                          11/30/2014 08.07.03
INCIDENT TOKEN: SYSPLEXA SOW1
IEE612I CN=C01 DEVNUM=160 SYS=PROD
-db11 display TRACE(*)
IEE163I MODE= RD
```

If there are problems, you may be instructed to run a trace on Db2. Your first task should be to check the current trace settings.

Type -DB11 DISPLAY TRACE(*) and press Enter to see this information.



The response from this command provides information on active traces.

Mouse-over the responses for a description of that information.

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```
DUMPID=001 REQUESTED BY JOB (*MASTER*)

FOR ASID (0022)
INCIDENT TOKEN: SYSPLEXA SOW1 11/30/2014 08.07.03

-DB10 DISPLAY TRACE(*)
DSNW127I -DB11 CURRENT TRACE ACTIVITY IS - 343
TNO TYPE CLASS DEST QUAL IFCID
01 STAT 01,03,04,05, SMF NO
01 06
02 ACCTG 01 SMF NO
01 06
02 ACCTG 01 SMF NO
01 06
DSN9022I -DB11 DSNWYCM1 '-DISPLAY TRACE 'NORMAL COMPLETION
-DB11 MODIFY TRACE(STAT) TNO(1) IFCID(1,2,3) CLASS(01)
DSNW130I -DB11 STAT TRACE STARTED, ASSIGNED TRACE NUMBER 01
DSNW022I -DB11 DSNWYCM1 '-MODIFY TRACE' NORMAL COMPLETION
DSNW127I -DB11 CURRENT TRACE ACTIVITY IS -
TNO TYPE CLASS DEST QUAL IFCID
01 STAT 01 SMF NO 001,002,003
SMF NO SMF
```

You are able to change the trace events being used by an active trace using the -MODIFY TRACE command.

In the example shown here, the -DB11 MODIFY TRACE(STAT) TNO(1) IFCID(1,2,3) CLASS(01) command has been entered to modify trace number one so that class type one accepts additional trace events. A display command is then re-entered to show the change.









Depending on the classes you select to run, the accounting trace can also vary greatly in its impact on the DB2 subsystem.

The traces you have seen so far have been active already but you may be instructed to start one that is not currently running. You need to be aware that when starting any trace there is likely to be an overhead associated with the performance of the actively running Db2 subsystem. The examples above display the most commonly used syntax for various types of traces that can be started.

Mouse-over the options for an example of their purpose.







Step 1 of 3

In this example, support has requested that you run a performance trace as there is an issue with the Db2 subsystem. They require classes 1, 2 and 3 of data to be gathered, with trace output to be recorded in SMF.

Type -DB11 START TRACE(PERFM) CLASS(1,2,3) DEST(SMF) and press Enter to start this trace.



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```
-DB11 MODIFY TRACE(STAT) TNO(1) IFCID(1,2,3) CLASS(01)
DSNW130I -DB11 STAT TRACE STARTED, ASSIGNED TRACE NUMBER 01
DSN9022I -DB11 DSNWVCM1 '-MODIFY TRACE' NORMAL COMPLETION
DSNW127I -DB11 CURRENT TRACE ACTIVITY IS -
                                 DEST QUAL IFCID
SMF NO 001,002,003
SMF NO
 TNO TYPE
               CLASS
     STAT 01
ACCTG 01
 01 STAT
-DB11 DISPLAY TRACE
 DSNW127I -DB11 CURRENT TRACE ACTIVITY IS - 653
 TNO TYPE
                                 DEST QUAL IFCID
              CLASS
                                  SMF NO 001,002,003
                                  SMF NO
     ACCTG 01
03 PERFM 01,02,03 SMF NO
*******END OF DISPLAY TRACE SUMMARY DATA******
DSN90221 -DB11 DSNWVCM1 '-DISPLAY TRACE' NORMAL COMPLETION
IEE612I CN=C01 DEVNUM=160 SYS=PROD
-db11 stop trace(perfm)_
IEE163I MODE= RD
```



Step 2 of 3

The system indicates that a trace has begun. A -DB11 DISPLAY TRACE command has also been entered so that you can see that the trace is now running. When enough data has been captured and support has indicated that the trace should be halted, a -STOP TRACE command can be issued.

Type the -DB11 STOP TRACE(PERFM) command and press Enter to stop all performance trace activity.





```
-DB11 CURRENT TRACE ACTIVITY IS -
                    DEST QUAL IFCID
SMF NO 001,002,003
TNO TYPE CLA
         CLASS
-DB11 DISPLAY TRACE
DSNW127I -DB11 CURRENT TRACE ACTIVITY IS - 653
                    DEST QUAL IFCID
SMF NO 001,002,003
        CLASS
   STAT
                    SMF NO
   ACCTG 01
   PERFM 01,02,03
                    SMF NO
-DB11 STOP TRACE(PERFM)
 SNW131I -DB11 STOP TRACE SUCCESSFUL FOR TRACE NUMBER(S)
DSN9022I -DB11 DSNWVCM1 '-STOP TRACE' NORMAL COMPLETION
IEE612I CN=C01 DEVNUM=160 SYS=PROD
IEE163I MODE= RD
```



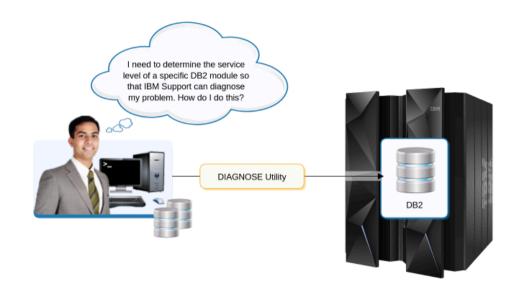
Step 3 of 3

The messages indicate that the trace has stopped and support should now be able to analyze the captured data.

It is also possible to stop specific trace information from being captured rather than all trace output, using the -STOP TRACE command. For example, entering -DB11 STOP TRACE(PERFM) CLASS (2,3) will still allow class 1 records for the performance trace to be captured. If you needed to stop all trace activity, then the -DB11 STOP TRACE(*) command can be issued.







If contacted by IBM, you may be instructed to run a DIAGNOSE utility that will assist with being able to diagnose problems. This utility is able to gather and report on, a wide variety of Db2 system related activity and can be run as a batch job or from the Db2 Utilities panel within ISPF.







You can enter DB2 commands to display thread, database and utility activity. You can enter various z/OS display commands to identify system activity.

You can create a dump for any of the DB2 address spaces.



You can start and stop a DB2 trace and modify the attributes of an active trace.

In this section you looked at a number of commands used to display data associated with Db2 and z/OS system activity.

You also discovered how to take a dump of a Db2 address space and start, stop and modify a Db2 trace.

Is there a utility to take a volume level backup of DB2 data?

How does DB2 recovery processing work? What are incremental backups and how are they used?

Is there a utility to backup individual table spaces and index spaces?



Is there anyway to check following a restore process, that data is consistent?

This section will provide you with a broad overview of the Db2 backup and recovery process and discuss the commands and utility jobs that an operator may need to invoke to perform this processing.

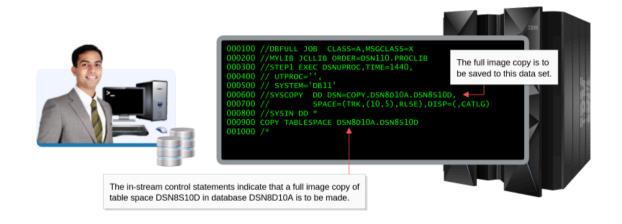
There are several parameters that can be coded to override those found in the procedure. The UTPROC parameter is used to specify whether the utility is run from the beginning or is restarted from a particular phase. In this example it is defaulting to starting from the beginning. The SYSTEM parameter is used to identify this job to the relevant Db2 subsystem.

If you need to take volume level copies of Db2 data and logs then the BACKUP SYSTEM utility can be used. This simple-to-use utility doesn't require that logs be suspended and allows write I/Os to continue during the backup operation. It does require that all data sets are SMS managed and if dumping system level backups to tape, then DFSMShsm V1R8 or above is needed.

Mouse-over the statements for more information.





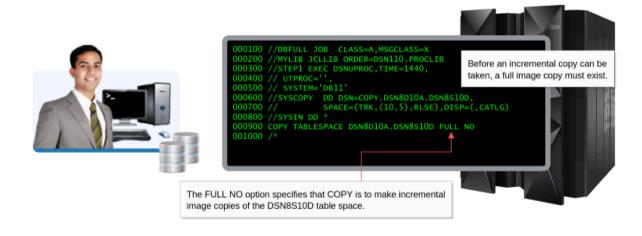


While the BACKUP SYSTEM utility provides Db2 system wide copying of data, the COPY utility can initiate a full image object copy, which copies all pages from an individual table space or index space. This may be useful prior to a REORG or LOAD for these objects as it provides a quick source of recovery, or it may be useful if you do not have the time or space to perform a full system backup.

While the example above is creating a single image copy, the COPY utility can also be used to simultaneously create four sequential image copies and one FlashCopy image of the object, which can be used in various recovery scenarios.





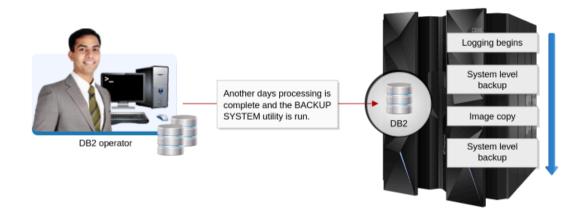


The COPY utility can also be used to create incremental copies of data, that is, only those pages of data that have changed since the last copy operation, will be selected for copying.

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Db2 Backup and Recovery > Example of Backup Strategy



There is always a trade-off when deciding on a backup and recovery strategy. The more backups that are taken, the less time for recovery is required, but more time to create the backups is required.

Click Play to view one possible backup strategy using the BACKUP SYSTEM and COPY utilities.



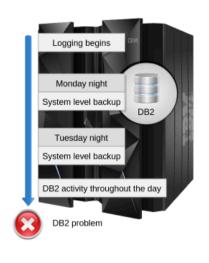
Db2 Backup and Recovery > Example of Backup Strategy



In the last scenario, a full system backup was taken after each days Db2 processing. Your organization may require that backups of important Db2 data be taken more regularly so that any recovery is quicker.

Click Play to view another possible backup strategy using the COPY utility's full image and incremental capabilities.



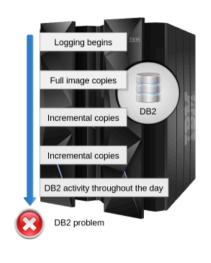




Obviously the method used for backing up your Db2 data will dictate the recovery method used and the length of time for recovery of data. The RESTORE SYSTEM utility uses the copied data created by the BACKUP SYSTEM utility, to restore data to that point in time, and then logs can be used to apply data changes to as recently as possible.









The RECOVER utility can restore individual data objects such as table spaces or indexes to a point in time when a backup was taken, and then optionally re-apply records from the log. This utility can use a combination of system backups (BACKUP SYSTEM utility), the COPY utility image copies, and logs to achieve this.







```
//SYSPRINT DD SYSOUT=*
//SYSUDUMP DD SYSOUT=*
//SYSUT1 DD UNIT=3390,SPACE=(4000,(50,50),,,ROUND)
//SYSREC DD UNIT=3390,SPACE=(4000,(200,200),,,ROUND)
//SYSIN DD *

REPORT RECOVERY TABLESPACE DSNDB06.SYSGPAUT
REPORT RECOVERY TABLESPACE DSNDB06.SYSTSTS
REPORT RECOVERY TABLESPACE DSNDB06.SYSTSASC
REPORT RECOVERY TABLESPACE DSNDB06.SYSTSASC
REPORT RECOVERY TABLESPACE DSNDB06.SYSTSUNI
```

Another utility that is useful for in the recovery purposes is the REPORT utility. This utility can be used to display information about the image copy data sets and archive log data sets that might be required during recovery processing.











CHECK DATA

Checks the status of referential constraints, can delete invalid rows of data and reset a check pending status.

CHECK INDEX

Checks that an index is consistent with its corresponding table data.

CHECK LOB

Checks large object table spaces for structural defects or invalid data.

After some types of recovery you may be instructed to run a CHECK DATA, CHECK INDEX or CHECK LOB utility to ensure data is consistent and synchronized with parent or dependent tables.







You can use the BACKUP SYSTEM utility to take a volume level backup of DB2 data. You can run the COPY utility to backup individual table spaces and index spaces. You know the difference between a full image copy and an incremental copy.

You understand how DB2 recovery processing is performed.



You can check table space and index space validity following recovery processing.

In this section, a broad introduction to the Db2 backup and recovery utilities used within the Data Center was presented, along with scenarios explaining how these tasks can be performed.





