

StarTool DA Batch — A Proven Solution for z/OS and OS/390 Application and Operating System Problems

Serena StarTool DA Batch Delivers World Class Features

- Full-functioned point-and-shoot capability
- 100% compatible z/OS and OS/390 dumps
- Multiple views using SDSF-like reports, IPCS or the DVS (Debug/Viewing Server) facility
- Full-functioned language support
- Flexible database structure for better organization of dumps
- Intelligent notifications and alerts
- Easy to install and configure
- Extensive online help facilities

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A Full Platform for Problem Diagnostics, Notification and Dump Management

Enterprises today demand that applications be available 24x7. A critical failure can mean losing millions of dollars, so quickly determining and correcting application faults has become critically important.

Serena™ StarTool® DA Batch delivers a proven solution to solving problems in the z/OS® and OS/390® operating system and in applications that run in these environments. It offers a full platform for problem diagnostics, notification and dump management to assure the high level Application Availability required by today's business conditions.

Serena StarTool DA Batch is a full-featured dump management, distribution, analysis and diagnostic system for both system (SVC) and application (SNAP) abends. It displays the failing instruction down to the source code level for both COBOL and assembler languages. It manages the archival and retrieval of z/OS and OS/390 system and SYSABEND dumps and monitors trends over time to deliver high availability infrastructure and applications. Serena StarTool DA Batch has the key features needed by analysts and developers to efficiently solve abends in mission-critical applications.

Quick Problem Diagnosis and Resolution

Serena StarTool DA Batch provides extensive support for COBOL and assembler languages. Special features speed up the debugging effort for applications written in these languages. With Serena StarTool DA Batch, you can immediately see the actual library level source that corresponds to a set of instructions. This way you can quickly find the real source code statement that should be changed to correct the problem. Users have a choice of storing the source code into a StarTool DA language library, or they may use the source code directly out of the Serena™ ChangeMan® ZMF repository.

Serena StarTool DA Batch lets you look at the contents of any working storage area in the dump by using and clicking on the COBOL source statement definition. Since the values of these areas are frozen at abend time, this can help speed up the resolution of the problem. Uninitiated or invalid data areas, indexes and subscripts are easily found.

A "point-and-shoot" feature lets you move around through dump control blocks, addresses and data sections of the dump with ease, greatly reducing the amount of time it takes to diagnose a problem.



Solve Problems in Record Time with Serena's Integrated Solution

Integration with Serena ChangeMan ZMF

Seamless integration with Serena ChangeMan ZMF quickly and accurately identifies the latest application code changes. This speeds up the process of solving application availability problems associated with outages or poor application performance. This integration allows you to view the change history to see why a change was made, who made the change, and when it was made.

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Choices for Dump Management and Viewing

Serena StarTool DA Batch has a wide variety of options to manage and view your diagnostic data, including a Mini-Dump Debug Report. You can view Serena StarTool DA Batch dumps with most commonly used dump viewers in the marketplace like SDSF or IPCS.

Serena StarTool DA Batch contains an automated dump analysis function that resolves difficult abends by showing which operand is in error and why. A simple abend (e.g., 813-04) is diagnosed and explained in easily understandable English, rather than the usual technical explanations displayed by so much z/OS and OS/390 software.

Additional Dump Analysis Support

Serena StarTool DA Batch provides extensive online help capabilities. Using ISPF screens, users can get the information they need to quickly understand the significance of parameters. In addition, the "find" and "search" commands can be used to quickly find specific information or text strings in a dump.

Serena StarTool DA Batch also supports dump analysis for applications that use DB2® or IMS® databases. For DB2, StarTool DA Batch provides the contents of the last SQL call and other pertinent information including formatted host variables, control blocks, and data element values. For IMS®, StarTool DA Batch formats and displays the most pertinent information including cost DL/I calls, PSB information, PCB information, and much more. For more detailed debugging you can drill down to view any storage location in the dump.

The extensive features in Serena StarTool DA Batch help you solve system problems in record time so you can keep your critical applications up and running.

About Serena Software

SERENA Software, Inc. is the Enterprise Change Management (ECM) industry leader. For over twenty years Serena has focused exclusively on providing application change management solutions to the world's leading enterprises, and today its products are in use at over 2,750 customer sites - including 42 of the Fortune 50. Serena leads the way in ECM by providing a single point of control to manage software code and Web content changes throughout the enterprise, from the mainframe to the Web. This ensures application availability and speeds time to market - while reducing development costs. With headquarters in San Mateo, California, Serena serves customers worldwide through local offices and an international network of distributors. www.serena.com.



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