Problem Analysis

The information in this section enables you to react to and in many cases solve ADL related problems. It also tells you which information is required by Software AG representatives to effectively assist you and how to obtain this required information.

In general, when you request Software AG's technical support you should be able to specify which version of operating system, TP monitor, Adabas and ADL is installed at your site.

This chapter covers the following topics:

- Failure of DL/I Calls

- Failure of Adabas Calls

- Abnormal Termination of Application Programs

- CICS Trace Table Entries

Failure of DL/I Calls

A DL/I call is considered a "failure" if the result of the call is not what the application expects. Program abends during DL/I calls are discussed in a further paragraph below.

A failure of a DL/I call could for example be

- an invalid status code returned in the PCB (or DIB)

- invalid or no data returned in the user I/O area

- invalid or no data returned in the key feedback area

- the segment requested is not retrieved but is in the data base.

In order to solve the problem of a DL/I call failure

- make sure that the data base was correctly loaded

- you may use the ADL supplied `CALLDLI` test program, `DAZZLER`, to verify the contents of the data base (the `DAZZLER` program is described in the ADL Interfaces documentation).

- make sure that the DL/I call is issued correctly

- make sure that the `PSB` and `DBD` definitions are correct and have been converted successfully and without errors

- with the help of the ADL Trace Facility, find and document the DL/I call which caused the problem.

The ADL Trace Facility, which is described in the ADL Interfaces documentation , will help you to find out exactly what is wrong with the call and to document the problem.

When calling Software AG technical support, you should have the listings of the ADL Trace Facility and the `PSB` and `DBD` sources available.

Failure of Adabas Calls

An Adabas call is considered a "failure" if the result of the call is not what the application expects. Program abends during Adabas calls are discussed in another paragraph below.

A failure of an Adabas call could be:

- the call has received a response code which it should not receive

- as a result of the call, invalid data is stored or replaced

You should use the ADL Trace Facility, described in the ADL Interfaces documentation , to isolate the problem.

When calling Software AG technical support, you should have available the listings of the ADL Trace Facility, the source definition of the `DBD` related to the ADL file and the Adabas file description table of the ADL file.

Abnormal Termination of Application Programs

Abnormal program terminations inside the ADL modules can be identified by the program status word (`PSW`) pointing to an address inside of one of the ADL modules. All ADL module names start with the characters `"DAZ"`.

Most of the abnormal program terminations are accompanied by one or more ADL error messages printed on the file `DAZOUT1` (batch) or routed to the user's terminal and the master console (CICS). These messages are explained in the section *Error Messages and Codes* below, together with the recommended action to be taken.

In rare cases, the `PSW` may point to a character string inside of one ADL modules. This character string should provide you with sufficient information to correct the error. If not, please call your Software AG technical representative.

In general, when calling Software AG for technical support, you should be able to provide the following information:

- the full ADL error message, if any, accompanying the abnormal program termination

- the version, release and SM level of ADL installed, toGETher with any additional ZAP applied

- in the case of DL/I applications, the mode (call or command level) and lanGUage (COBOL, PL/I, BAL) of the program

- the formatted dump of the abending application program and (CICS only) the ADL tables (as described in Maintaining the ADL Interfaces under CICS, section *ADL Online Services* in the *ADL Interfaces* documentation).

- a description of the data base calls issued by the application program (the ADL Trace Facility may help you to find out and to document which data base calls have been issued by the program prior to the abend)

- the DBD and PSB definition sources used by the application program

- the Adabas file description tables of the ADL files related to the problem

CICS Trace Table Entries

ADL adds entries to the CICS trace table for each data base request, scheduling and termination call from DL/I applications under CICS. These entries are restricted to calls which are actually served by ADL.

You will find the following trace table entries from ADL. For an explanation on how to obtain, format and interpret the CICS trace table, please see the related CICS documentation.

Trace ID	Field A	Field B	Remarks
X'C0'	call function	origin	all call types
X'C1'	PSBNAME	PSBNAME	scheduling call
X'C1'	A(PCB)	A(I/O area)	data base call