Problem Determination

If you have questions or difficulties concerning the installation or operation of this product, contact your Software AG technical support representative. Before doing so, however, Software AG recommends that you have the following information available:

- The type and release level of the operating system being used.

- A brief description of the system configuration; for example, the types of and number of partners in the network, the software being used by the partners.

- A brief description of the problem you are experiencing.

- A hard copy of the Entire Net-Work DDPRINT DD card output file and the Entire Net-Work console log showing all Entire Net-Work write-to-operators (WTOs).

If Software AG support personnel request tracing information, they will indicate the necessary parameters and provide you with the appropriate settings for these parameters.