

iWay

iWay Java Adapter for Mainframe Error Messages Guide

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Preface

This documentation contains a description of error, informational, and warning messages that can be encountered while using iWay Java Adapter for Mainframe (iWay JAM).

How This Manual Is Organized

The following table lists the titles and numbers of the chapters for this manual with a brief description of the contents of each chapter.

Chapter		Contents
1	Error Messages	Describes error, informational, and warning messages that can be encountered while using iWay JAM 5.1

Documentation Conventions

The following table lists and describes the conventions that apply throughout this manual.

Convention	Description
<code>THIS TYPEFACE</code> or <code>this typeface</code>	Denotes syntax that you must enter exactly as shown.
<code>this typeface</code>	Represents a placeholder (or variable) in syntax for a value that you or the system must supply.
<u><code>underscore</code></u>	Indicates a default setting.
<i>this typeface</i>	Represents a placeholder (or variable) in a text paragraph, a cross-reference, or an important term.
this typeface	Highlights a file name or command in a text paragraph that must be lowercase.
<i>this typeface</i>	Indicates a button, menu item, or dialog box option you can click or select.
Key + Key	Indicates keys that you must press simultaneously.
{ }	Indicates two or three choices; type one of them, not the braces.
	Separates mutually exclusive choices in syntax. Type one of them, not the symbol.
...	Indicates that you can enter a parameter multiple times. Type only the parameter, not the ellipsis points (...).
.	Indicates that there are (or could be) intervening or additional commands.

Customer Support

Do you have questions about the iWay Java Adapter for Mainframe?

If you bought the product from a vendor other than iWay Software, contact your distributor.

If you bought the product directly from iWay Software, call Information Builders Customer Support Service (CSS) at (800) 736-6130 or (212) 736-6130. Customer Support Consultants are available Monday through Friday between 8:00 a.m. and 8:00 p.m. EST to address all

your iWay Java Adapter for Mainframe questions. iWay Software consultants can also give you general guidance regarding product capabilities and documentation. Please be ready to provide your six-digit site code number (xxxx.xx) when you call.

You can also access support services electronically, 24 hours a day, with InfoResponse Online. InfoResponse Online is accessible through our World Wide Web site, <http://www.iwaysoftware.com>. It connects you to the tracking system and known-problem database at the iWay Software support center. Registered users can open, update, and view the status of cases in the tracking system and read descriptions of reported software issues. New users can register immediately for this service. The technical support section of www.iwaysoftware.com also provides usage techniques, diagnostic tips, and answers to frequently asked questions.

To learn about the full range of available support services, ask your iWay Software representative about InfoResponse Online, or call (800) 969-INFO.

Help Us to Serve You Better

To help our consultants answer your questions effectively, please be prepared to provide specifications and sample files and to answer questions about errors and problems.

The following tables list the specifications our consultants require.

WebLogic Server Platform Operating System and Operating System Version	
WebLogic Server Version and Service Pack / special patch	
iWay JAM CRM Platform Operating System	
CICS or IMS Operating System and Operating System Version	
CICS or IMS Version Information	
Third party SNA stack product and version	

The following table lists components. Specify the version in the column provided.

Component	
iWay JAM Gateway Build / Fix Level	
iWay JAM CRM Build / Fix Level	
Pre-existing eGen Application Compiles? Specify Yes or No.	

In the following table, specify the JVM version and vendor in the columns provided.

Version	Vendor

The following table lists additional questions to help us serve you better.

Request/Question	Error/Problem Details or Information
Provide usage scenarios or summarize the application that produces the problem.	
Did this happen previously?	
Is this configuration working on any other system?	
Can you reproduce this problem consistently?	

Request/Question	Error/Problem Details or Information
Any change in the application environment including: • Migrating to a new WebLogic Server service pack or version. • Installing a new operating system on WebLogic Server side or CRM component side. • Migrating to a new CICS or IMS region, version, or operating system.	
Under what circumstance does the problem <i>not</i> occur?	
Describe the steps to reproduce the problem.	
Describe the problem .	
Specify the error message(s).	

The following table lists error/problem files that might be applicable.

Error/Problem Files	Error/Problem File Detail or Information
WebLogic Server Application logs or error messages	
CICS or IMS application logs or error messages	
WebLogic Server configuration file	
iWay JAM configuration file	
Third party stack SNA configuration	
VTAM Logical Unit definitions	
iWay JAM CRM startup script and script messages	
iWay JAM CRM JCL and JOB information (JESMSG LG, JESJCL, JEYSMSG)	
iWay JAM gateway trace diagnostics	
iWay JAM CRM trace diagnostics	
APPC trace files	

Collecting iWay JAM Diagnostics

If you are requested to collect additional iWay JAM diagnostic files, see the Diagnostics section in the *iWay Java Adapter for Mainframe Programming Guide*.

iWay JAM runtime traces are sent to the WebLogic log as "Debug" messages. Debug messages are written to each WebLogic Server's log file but are not sent to the administration server. In addition, these messages are only sent to the server's `stdout` if the server's configuration has both the *Log to Stdout* and *Debug to Stdout* options selected on the server's Logging/General page.

For instructions on accessing Gateway tracing options, see the *iWay Java Adapter for Mainframe Configuration and Administration Guide*.

User Feedback

In an effort to produce effective documentation, the Documentation Services staff welcomes your opinions regarding this manual. Please use the Reader Comments form at the end of this manual to communicate suggestions for improving this publication or to alert us to corrections. You also can go to our Web site, <http://www.iwaysoftware.com> and use the Documentation Feedback form.

Thank you, in advance, for your comments.

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CHAPTER 1

Error Messages

Topics:

- Error Messages

The following topic provides a description of error, informational, and warning messages that can be encountered while using iWay Java Adapter for Mainframe (iWay JAM).

Error Messages

The following table lists and describes each error message that may occur when using the iWay JAM software.

9001:ERROR	<text>	
	DESCRIPTION	A conversation has timed out in the CRM with the stack return code of <failcode>. A timer event set to watch a conversation has expired. <taskname> may appear as: Outbound Conversation nnnn Link(<linkref>) TCTXT(<tctxt>) Tran(<tranname>) or Inbound Conversation nnnn Link(<linkref>) TCTXT(<tctxt>) Tran(<tranname>) or where nnnn is the CRM Logical Task Number and tctxt is the transaction context, where FFFFFFFF indicates non-transactional.
	ACTION	Examine stderr and the WebLogic Server logs for additional information concerning the failure.
9002:ERROR	Unable to create APPC Server for <text>	
	DESCRIPTION	The CRM was unable to instantiate the APPC Server object due to the indicated reason.
	ACTION	Check for additional messages in <code>stderr</code> . Common causes of this problem include a mismatch between the Stack Type and the APPC Stack Library module name, or an incorrectly specified library path.
9003:ERROR	Server Failed <text>	
	DESCRIPTION	CRM received a bad return code from the stack start-up.
	ACTION	The <returncode> is the value returned by the SNA Stack software. Check the status of the stack and the configuration of the stack and the gateway configuration.

9004:ERROR	Configuration change on link <text> requires a cold start	
	DESCRIPTION	Attempting to do a warm start after changing the domain configuration.
	ACTION	Change start type to "COLD" and restart.
9005:WARN	Unrecovered transaction, TCTXT(<text>), blob dropped. Transaction presumed forgotten.	
	DESCRIPTION	An attempt was made by a gateway to recover the specified transaction which was unknown by the CRM. It is presumed that it was already committed or aborted prior to the recovery attempt.
	ACTION	None. This message for information only.
9006:ERROR	Unable to start the recovery task for link <text>	
	DESCRIPTION	An error occurred during the warm start of a gateway.
	ACTION	Perform a cold start.
9008:WARN	Unknown transaction dropped, TCTXT(<text>)	
	DESCRIPTION	Recovery was requested by a gateway on a transaction that was already forgotten by the CRM.
	ACTION	None. This message for information only.
9009:ERROR	No blob with recovery request. Transaction dropped, TCTXT(<text>)	
	DESCRIPTION	Attempting to warm start after the CRM's BLOBLOG has been modified.
	ACTION	Change start type to "COLD" and restart.

9010:ERROR	<text>	
	DESCRIPTION	A conversation has failed with the stack return code of <failcode>. <taskname> may appear as: Outbound Conversation nnnn Link(<linkref>) TCTXT(<tctx>) Tran(<trannam>) or Inbound Conversation nnnn Link(<linkref>) TCTXT(<tctx>) Tran(<trannam>) where nnnn is the CRM Logical Task Number and tctx is the transaction context where FFFFFFFF indicates non-transactional.
	ACTION	Examine stderr and the ULOG for additional information concerning the failure. For failcode InputOutput, verify that the user starting the CRM process has the proper file permissions for the BLOBLOG and RSTRTLOG. If no apparent error is found, contact iWay Customer Support.
9013:ERROR	Attempt to connect with incorrect CRM name (<text>) refused!	
	DESCRIPTION	The group name in the gateway configuration does not match the CRM name specified in the CRM command line.
	ACTION	Correct the CRM name that is in error and restart.
9014:ERROR	INTERNAL ERROR: memory allocation failed <text>	
	DESCRIPTION	Internal error allocating memory.
	ACTION	Contact iWay Customer Support.
9015:ERROR	INTERNAL ERROR: server registration failed	
	DESCRIPTION	Internal error registering the APPC server.
	ACTION	Contact iWay Customer Support.
9016:ERROR	Link refers to undefined APPC stack (<text>)! 	
	DESCRIPTION	The stackref in the link configuration is incorrect.
	ACTION	Correct the stackref that is in error, run dmloadcf, and restart.

9017:ERROR	INTERNAL ERROR: link registration failed	
	DESCRIPTION	Internal error registering the link.
	ACTION	Contact iWay Customer Support.
9018:ERROR	Invalid Transition <text>	
	DESCRIPTION	An internal state table failure has occurred. The <additional information> will be one of the following:
	ACTION	Contact iWay Customer Support.
9019:ERROR	Unknown Service Correlator = <text>, message dropped	
	DESCRIPTION	Internal error assigning service correlator values.
	ACTION	Contact iWay Customer Support.
9020:ERROR	Duplicate Service Correlator = <text>	
	DESCRIPTION	Internal error assigning service correlator values.
	ACTION	Contact iWay Customer Support.
9021:ERROR	Invalid Remote Link Name <text>	
	DESCRIPTION	The remote link name in a request does not match any defined link name.
	ACTION	Correct the gateway configuration and restart.
9022:ERROR	Invalid transaction context = <text>	
	DESCRIPTION	Internal error assigning transaction context values.
	ACTION	Contact iWay Customer Support.
9023:ERROR	Unknown Service Correlator = <text>, message dropped	
	DESCRIPTION	Internal error assigning service correlator values.
	ACTION	Contact iWay Customer Support.

9024:ERROR	Invalid initial syncpoint received from subordinate, TCTXT(<text>)	
	DESCRIPTION	Syncpoint processing protocol violation. Subordinate member of conversation attempted to initiate a syncpoint.
	ACTION	Contact iWay Customer Support.
9025:ERROR	<text>	
	DESCRIPTION	The CRM has incurred an error attempting to process a received CRM API message. The error may be due to an improperly formatted CRM API message, or an error encountered during functional processing associated with the message. In any case, the CRM responds by terminating the session with the partner that sent the message.
	ACTION	Contact iWay Customer Support.
9026:ERROR	CNOS Notification Received for unknown partner <text>	
	DESCRIPTION	Multiple instances of the CRM may be using the same CRM Logical Unit.
	ACTION	Ensure that each CRM in the gateway configuration has a unique Logical Unit.
9027:INFO	Remote Stop Received for <text>	
	DESCRIPTION	The remote host has issued a stop for the specified link.
	ACTION	None. This message for information only.
9028:INFO	Remote Start Received for <text>	
	DESCRIPTION	The remote host has issued a start for the specified link.
	ACTION	None. This message for information only.

9029:ERROR	Undefined Remote LU on link <text>	
	DESCRIPTION	The remote Logical Unit does not exist as defined.
	ACTION	Check the gateway configuration file and the stack configuration and correct the mismatch.
9030:ERROR	Unable to start session on link <text>	
	DESCRIPTION	Link activation failure due to SNA error.
	ACTION	<reason> is the description of the stack return code. Determine the cause and correct.
9031:ERROR	Unable to initialize link <text>	
	DESCRIPTION	Link initialization failure due to SNA error.
	ACTION	<reason> is the description of the stack return code. Determine the cause and correct.
9032:ERROR	No Available Session on link <text>	
	DESCRIPTION	Max sessions has been exceeded.
	ACTION	Check session limits in gateway configuration, stack configuration, CICS or VTAM. Increase if necessary.
9033:ERROR	Requested Synclevel not supported by link <text>	
	DESCRIPTION	Attempted to issues a request at sync level <level> on a link that does not support that level.
	ACTION	Correct application or gateway configuration.
9034:ERROR	Service Request at SyncLevel=2 Rejected on PENDING link <text>	
	DESCRIPTION	An attempt to start a new sync level 2 request has been received and the Link is currently processing recovery information.
	ACTION	Wait until recovery is complete to request sync level 2 services.

9035:ERROR	Inbound Request Transform Failed <text>	
	DESCRIPTION	An error has occurred while processing an inbound from CICS DPL request.
	ACTION	Verify that you are running the DPL request on a CICS Transaction Server version for which the iWay JAM product has been certified.
9036:ERROR	Inbound Response Transform Failed <text>	
	DESCRIPTION	An error has occurred while processing the CICS transform for an inbound DPL response. This normally occurs when the API entry in the gateway configuration for the local service specifies CICS instead of ATMI.
	ACTION	Check gateway configuration for incorrect specification of local service API entry.
9037:ERROR	Outbound Request Transform Failed <text>	
	DESCRIPTION	An error has occurred while processing the request segment of an outbound to CICS DPL request.
	ACTION	Verify that you are running the DPL request on a CICS Transaction Server version for which the iWay JAM product has been certified.
9038:ERROR	Outbound Response Transform Failed <text>	
	DESCRIPTION	An error has occurred while processing the response segment of an outbound to CICS DPL request.
	ACTION	Verify that you are running the DPL request on a CICS Transaction Server version for which the iWay JAM product has been certified.
9039:ERROR	Conversation terminated without confirm for context <text>	
	DESCRIPTION	Sync level 2 conversation was terminated with out confirm.
	ACTION	Check application program and correct.

9040:ERROR	Inbound Confirm not supported	
	DESCRIPTION	Host application is requesting an inbound confirm. This is not supported.
	ACTION	Check host application program and correct.
9041:ERROR	Inbound Confirm for multi-ISRT not supported	
	DESCRIPTION	Host IMS application is requesting an inbound confirm and using multiple <code>ISRT</code> commands. This is not supported.
	ACTION	Check host application program and correct.
9043:ERROR	Missing send last from host for context <text>	
	DESCRIPTION	Host application did not issue send last during an out-bound request/ response service. The host application may have abended.
	ACTION	Check application program and correct.
9044:ERROR	DPL program abended with CICS code <text>	
	DESCRIPTION	The specified host DPL program has abended with the code specified.
	ACTION	None. This message is for information only.
9045:ERROR	DPL program failed with CICS rcode = <text>	
	DESCRIPTION	The specified host DPL program has failed with the eibrcode specified.
	ACTION	None. This message is for information only.
9046:ERROR	Invalid combination for Service Context <text>	
	DESCRIPTION	The specified <combination> is invalid. It will be one of the following: 1) SyncLevel, function, and api; 2) function and api
	ACTION	Examine the gateway configuration and make corrections.

9047:ERROR	Sequence number error for Service Context <text>	
	DESCRIPTION	There has been a sequence number failure for the specified context.
	ACTION	Contact iWay Customer Support.
9048:ERROR	Invalid conversation task for Service Context <text>	
	DESCRIPTION	The conversation has already been terminated.
	ACTION	Contact iWay Customer Support.
9049:ERROR	Invalid task switch for Service Context <text>	
	DESCRIPTION	An internal protocol violation has occurred.
	ACTION	Contact iWay Customer Support.
9050:ERROR	Transformer creation failed for in-bound transaction <text>	
	DESCRIPTION	An internal error has occurred.
	ACTION	Contact iWay Customer Support.
9051:ERROR	Transformer failed for in-bound transaction <text>	
	DESCRIPTION	An internal error has occurred. Resource name is not present.
	ACTION	Contact iWay Customer Support.
9052:WARN	Inter-task Message dropped <text>	
	DESCRIPTION	An internal message between two tasks has been dropped.
	ACTION	None. This message is for information only.
9053:ERROR	Attempt to send <text> bytes (> 32767)	
	DESCRIPTION	The length of a send request exceeded 32767 (including overhead).
	ACTION	Check application program and correct.

9054:ERROR	Allocation Failure for <text>	
	DESCRIPTION	An Allocation error occurred.
	ACTION	The reason for the failure is described by <error>. Correct problem with configuration or application.
9055:ERROR	Invalid Exchange Logs GDS variable received from <text>	
	DESCRIPTION	The log files for the CRM have been incorrectly modified.
	ACTION	Run CRMLOGS to examine the CRM log file. Perform a cold start.
9056:ERROR	Invalid cold start received from <text>. Unrecovered local transactions are pending.	
	DESCRIPTION	Attempting to cold start host while warm starting a gateway.
	ACTION	Run CRMLOGS to examine the CRM log file. Perform a cold start.
9057:ERROR	Invalid warm start received from <text>. Unknown log name.	
	DESCRIPTION	The log files for the CRM have been incorrectly modified.
	ACTION	Run CRMLOGS to examine the CRM log file. Perform a cold start.
9058:ERROR	Invalid Compare States GDS variable received from <text>	
	DESCRIPTION	The log files for the CRM have been incorrectly modified.
	ACTION	Run CRMLOGS to examine the CRM log file. Perform a cold start.
9059:ERROR	Mixed Heuristic on link <text>	
	DESCRIPTION	One side has reported committed while the other side has reported aborted.
	ACTION	Check the Weblogic Server and the mainframe application region log for further information.

9060:WARN	Inbound Exchange Logs Rejected for <text>	
	DESCRIPTION	Link not configured for sync level 2.
	ACTION	None. This message is for information only.
9061:WARN	Link <text> not configured for synclevel 2	
	DESCRIPTION	Link specified by <linkref> is not configured for sync level 2.
	ACTION	None. This message is for information only.
9062:ERROR	Exchange Logs Rejected for <text>, Restart Type or Log Name Mismatch	
	DESCRIPTION	The log files for the CRM have been incorrectly modified.
	ACTION	Run CRMLOGS to examine the CRM log file. Perform a cold start.
9063:ERROR	Exchange Logs failed with <text>	
	DESCRIPTION	An error occurred during the exchange logs process.
	ACTION	Run CRMLOGS to examine the CRM log file. Perform a cold start.
9064:ERROR	Invalid initial syncpoint received from subordinate, <text>	
	DESCRIPTION	An internal error has occurred during the commit process.
	ACTION	Contact iWay Customer Support.
9069:ERROR		
	DESCRIPTION	
	ACTION	
9072:ERROR		
	DESCRIPTION	
	ACTION	

9073:ERROR		
	DESCRIPTION	
	ACTION	
9074:ERROR	CRM Logical Unit <text> is probably inactive or unconfigured.	
	DESCRIPTION	An error has occurred while connecting to the APPC Stack.
	ACTION	Verify that the CRM Logical Unit name is correct and is defined and active in both stack and VTAM configuration.
9075:WARN	Synclevl on link <text>	
	DESCRIPTION	The configured Synclevel could not be negotiated.
	ACTION	Verify that the Remote Logical Unit is configured for the correct synclevel.
9076:ERROR	CRM Logical Unit <text> is probably the wrong type.	
	DESCRIPTION	An error has occurred while connecting to the APPC Stack.
	ACTION	Verify that the CRM Logical Unit is correctly configured.
9077:ERROR	CRM Logical Unit <text> is already in use.	
	DESCRIPTION	An error has occurred while connecting to the APPC Stack.
	ACTION	Verify that the CRM Logical Unit is not in use by another application.
9078:ERROR	Domain Name <text>	
	DESCRIPTION	All iWay JAM Gateways concurrently connected to a CRM must be members of the same Weblogic Server Domain. The Domain Name for the current CRM configuration is established by the first iWay JAM Gateway to connect.

	ACTION	Verify the Weblogic Server/iWay JAM configurations and ensure that all iWay JAM Gateways to be concurrently connected to a CRM are members of the same WebLogic Server Domain.
9079:ERROR	CRM client message rejected -- incompatible software/protocol version (CRM API RC=<text>)	
	DESCRIPTION	A CRM client has attempted to communicate with the CRM, but the client is at a software version level that is incompatible with and unsupported by the CRM.
	ACTION	The CRM rejects the message and terminates the connection. Check the version levels of the CRM and the client to ensure compatibility.
9080:ERROR	Gateway Signon request rejected -- CRM disconnect in progress	
	DESCRIPTION	The CRM is in the process of stopping all links and de-configuring, and is not able to accept a new signon request at this time.
	ACTION	The Signon request is rejected. When the CRM has completed disconnect processing and returned to the reset state, retry the signon request.
9081:ERROR	Failure occurred during Rollback of <text>, remote resources may not be backed out	
	DESCRIPTION	An error occurred while performing BACKEDOUT processing. Remote resources may not be backed out.
	ACTION	Check mainframe application transaction logs to determine the cause and take the appropriate action.

Reader Comments

In an ongoing effort to produce effective documentation, the Documentation Services staff at Information Builders welcomes any opinion you can offer regarding this manual.

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Reader Comments