
IBM Z
Introduction
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IBM z/OSMF Portable Software Instance (ServerPac) for z/OS

Frequently Asked Questions

Worldwide



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General questions regarding z/OSMF Portable Software Instance (ServerPac)

Question:

What is the difference between a z/OSMF Portable Software Instance (ServerPac) and a CBPDO (Custom-built Program Delivery Offerings)?

Answer:

- A z/OSMF Portable Software Instance (ServerPac) is a product upgrade or system replacement package where IBM performs the SMP/E install (RECEIVE, APPLY, ACCEPT) of the products and their service in your order. The latest RSU (Recommended Service Upgrade) level and all HIPER and PRP service available approximately one day before your order is built will be installed for the products included in your order. The resulting target libraries, distribution libraries, and the SMP/E environment are delivered in the order package. z/OSMF Portable Software Instance (ServerPac) orders are packaged in portable software instance format, and z/OSMF Software Management must be used to configure deployment of your order to map to your environment, such as data set naming, data set placement, catalog specification, etc. and deploy your order. More information about z/OSMF Portable Software Instance (ServerPac) orders is provided in section "Questions regarding z/OSMF Portable Software Instance (ServerPac) " of this document. A z/OSMF Portable Software Instance (ServerPac) is refreshed monthly to add/withdraw product support; therefore, products are typically supported within a month of GA (General Availability). In addition, the most current RSU level will be added with each monthly refresh.
- A CBPDO is a product upgrade package where IBM provides the SMP/E MCS and refiles and service for the products in your order. You will need to perform the SMP/E install (RECEIVE, APPLY, ACCEPT) of the package into your environment. A CBPDO is refreshed weekly to add/withdraw product support, therefore products are supported in CBPDO at GA. All service available approximately one day before your order is built will be provided for the products included in your order.

Question:

What are the requirements for installing a z/OSMF Portable Software Instance (ServerPac)?

Answer:

The driving system requirements are documented in the z/OS® Planning for Installation GA32-0890 document. Refer to the version of this document for the release you are installing to find the driving system requirements. A link to this publication can be found in the "z/OS System-Level" tab of the z/OS Internet Library at: <https://www.ibm.com/docs/en/zos/3.1.0>

Question:

How do I obtain a z/OSMF Portable Software Instance (ServerPac)?

Answer:

The preferred method for ordering products and maintenance for the z/OS platform is using Shopz at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss.

Question:

What is a z/OSMF Portable Software Instance (ServerPac)? How do I obtain it?

Answer:

- A z/OSMF Portable Software Instance (ServerPac) is a package which adds a product or product set without requiring a base product such as z/OS Base or Db2® for z/OS where IBM performs the SMP/E install (RECEIVE, APPLY, ACCEPT) of the products and their service in your order. z/OSMF Portable Software Instance (ServerPac) now supports ordering of z/OS, Db2, CICS® and IMS™ SREL products.
 - The preferred method for ordering Product z/OSMF Portable Software Instance (ServerPac) is using Shopz located at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss. Eligible products are identified in the product catalog with a filled triangle icon.
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Question:

Does z/OSMF Portable Software Instance (ServerPac) provide support to connect to my existing system?

Answer:

Yes. The z/OSMF Portable Software Instance (ServerPac) is installed into separate GLOBAL, TARGET, and DLIB zones during order manufacturing. An option to use an existing CSI is provided in z/OSMF Software Management during deployment.

Question:

Do I need to upgrade SMP/E on my driving system to install a z/OSMF Portable Software Instance (ServerPac)?

Answer:

The installation of a z/OSMF Portable Software Instance (ServerPac) does not use SMP/E from your driving system. z/OSMF Portable Software Instance (ServerPac) will STEPLIB to your target system's SMP/E for any job steps that invoke SMP/E. If you are receiving an Internet delivery order, refer to the z/OS Planning for Installation GA32-0890 document for SMP/E driving system requirements.

Question:

What level of maintenance is integrated into my z/OSMF Portable Software Instance (ServerPac) order?

Answer:

When z/OSMF Portable Software Instance (ServerPac) builds the distribution and target libraries, the level of service integrated is based on when the order is being produced. As z/OSMF Portable Software Instance (ServerPac) is refreshed each month, the most current RSU service level is integrated. All available Integration Tested service, HIPER (but not PE), and PE fixing (PRP) PTFs are also integrated. The RSU and Integration Tested service are APPLyEd and ACCEPTed, but HIPER and PE fixes are applied only. All other service that was not integrated is pre-RECEIVED into the SMPPTS data set shipped with your order. So the service level of your z/OSMF Portable Software Instance (ServerPac) depends on when the order was produced. The level of maintenance integrated into your order is documented in the About Your Order workflow.

Question:

I did not get hardcopy program directories for any of the products I ordered. Where can I get them?

Answer:

Program directories for the products in your order are no longer provided in hardcopy format. For DVD orders, program directories will be provided as PDF files on the first DVD shipped for the order. For Internet delivery orders, a link to program directories will be available on the Shopz download page. For Internet delivery orders, program directories are also packaged with your order in binary format in the CPAC.PDFPD data set.

To view the program directories in PDF format, use Adobe® Reader®.

Question:

Can I order z/OSMF Portable Software Instance (ServerPac) or CBPDO on IBM tape media?

Answer:

No. The only supported delivery options for z/OSMF Portable Software Instance (ServerPac) and CBPDO orders are DVD and Internet. They are no longer delivered on tape media.

Question:

How can I receive digitally signed product package? What should I do to verify the signature?

Answer:

z/OS SMP/E and z/OSMF Software Management provide the ability to digitally sign and verify the signature of software packages that are delivered both electronically and physically, on all supported z/OS releases. Both z/OSMF Portable Software Instance (ServerPac) and CBPDO order packages are signed by IBM. The choice to do this additional verification is optional. For more information about verifying the digital signature for your order, see [Preparing to verify signatures for GIMZIP packages](#) in z/OS SMP/E User's Guide. The document can be found in the z/OS Internet Library at: <https://www.ibm.com/docs/en/zos/3.1.0?topic=zos-smpe>

Questions Regarding Internet Delivery

Question:

I am planning to use Internet delivery for my z/OSMF Portable Software Instance (ServerPac) order. Where should I start?

Answer:

- You can obtain your z/OSMF Portable Software Instance (ServerPac), CBPDO, or Service orders via the Internet. A good place to start is to view the Shopz Internet Delivery User's Guide at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss?action=hginternet
 - To verify your system setup for Internet delivery of orders, go to the Connectivity Test for SW Download Readiness web site at <https://www.ibm.com/marketing/iwm/platform/mrs/assets?source=cbct>
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Question:

How big will my z/OSMF Portable Software Instance (ServerPac) Internet delivery order be?

Answer:

The size of your z/OSMF Portable Software Instance (ServerPac) order depends on the type (e.g. z/OS, Subsystem, or Product) and the product content included in your order. Typically, order size ranges from about 2 GB (Subsystem) to about 16 GB (z/OS with the most commonly order products). The space required for your order in the download file system is provided on the Shopz download page. The download page can be found on the "My Orders" tab on the Shopz web site at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss

Question:

How long will it take for me to download my z/OSMF Portable Software Instance (ServerPac) Internet delivery order?

Answer:

Several factors contribute to the length of time it will take to download your order.

1. The size of your order which is determined by the content (which products are contained in your order).
2. The connectivity you use. The faster the connectivity the faster the download.
3. The amount of traffic on your Intranet.
4. The amount of traffic on the Internet. Typically weekends and nighttime are faster than weekdays during the day or evening hours.

Question:

I can't download directly to my z/OS system, can I still use a z/OSMF Portable Software Instance (ServerPac) Internet delivery order?

Answer:

Yes. You can first download your order to your workstation or an intermediate node using Download Director; then you can download the order to your z/OS system from there. A good place to start is to view the Shopz Internet Delivery User's Guide at

https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss?action=hginternet

Question:

How do I order a z/OSMF Portable Software Instance (ServerPac) Internet delivery order? Must I use Shopz? My geography doesn't support product ordering on Shopz, can I still get a z/OSMF Portable Software Instance (ServerPac) Internet delivery order?

Answer:

In order to use the Internet delivery option, you must place your order via Shopz. If you are not already a Shopz user, you must first register for Shopz. When you place your order in Shopz, you will be able to select "Internet" as one of the Preferred Media options. If your country is not supported for product ordering in Shopz, you will not be able to obtain a z/OSMF Portable Software Instance (ServerPac) or CBPDO Internet delivery order.

Question:

How long will the z/OSMF Portable Software Instance (ServerPac) Internet delivery order be available for me to download? What should I do if I can't download it within the time limit?

Answer:

All Internet delivery orders (z/OSMF Portable Software Instance (ServerPac), CBPDO, and Service) are available for download for 30 days. If you are unable to download your order within this time, wait until you are ready to download and re-order at that time. You can also contact [Shopz Support](#) and request an extension prior to your order expiring if you absolutely need additional time to complete the install.

Question:

Although IBM provides the Secure FTP (FTP using Secure Sockets Layer or FTPS) and HTTP Secure (HTTP using Secure Sockets Layer or HTTPS) options to download Internet delivery Orders from an IBM download server directly to a z/OS system, can I still use Standard FTP?

Answer:

No. You will only be able to download Internet delivery orders from an IBM download server directly to your z/OS system using either Secure FTP (FTPS) or HTTP Secure (HTTPS) and you must set up your z/OS driving system to use Secure FTP or HTTP Secure for downloads.

Alternatively, you can download Internet Delivery orders to a workstation using IBM Download Director with encryption then upload to your z/OS system.

Question:

How do I verify if my system is set up to support Secure FTP?

Answer:

Go to the Connectivity Test for SW Download Readiness web site for instructions on how to set up and verify that your system can connect securely to the IBM download servers. You can find the Connectivity Test for SW Download Readiness web site at:

<https://www.ibm.com/marketing/iwm/platform/mrs/assets?source=cbct>

Question:

How do I verify if my system is set up to support HTTP Secure?

Answer:

Go to the Connectivity Test for SW Download Readiness web site for instructions on how to set up and verify that your system can connect to the IBM download servers using HTTP Secure. You can find the Connectivity Test for SW Download Readiness web site at:

<https://www.ibm.com/marketing/iwm/platform/mrs/assets?source=cbct>

Question:

What level of SMP/E is required if I want to download an Internet delivery order from an IBM download server to my z/OS system using HTTP Secure download option?

Answer:

You must have SMP/E V3R6 with PTFs UO01693 and UO01741 (Base) and UO01695 (Japanese) or higher.

Question:

May I use my existing FTP.DATA file to download a z/OSMF Portable Software Instance (ServerPac) order using Secure FTP?

Answer:

Yes, during the generation of the RECEIVE job, you will be given an option to use your existing FTP.DATA file. IBM download servers for z/OSMF Portable Software Instance (ServerPac) orders require TLS 1.2 connections.

Question:

Why am I getting a GIM* error message running a customized job to download my z/OSMF Portable Software Instance (ServerPac) order from the IBM download server to my z/OS system?

Answer:

If you are trying to download your z/OSMF Portable Software Instance (ServerPac) order using the Secure FTP (FTPS) or HTTP Secure (HTTPS) download method your z/OS system may not be set up correctly. If you have already verified that your system can connect to the IBM download server, check to see that you are using the correct level of SMP/E. You can also check the SMP/E for z/OS User's Guide, SMP/E for z/OS Commands, SMP/E for z/OS

Reference, or SMP/E for z/OS Messages, Codes, and Diagnosis documents to see if you can determine the cause of the error. The documents can be found in the z/OS Internet Library at:

<https://www.ibm.com/docs/en/zos/3.1.0?topic=zos-smpe>

Question:

Must the network temporary storage be in a z/OS UNIX® file system?

Answer:

Yes, it must be in a z/OS UNIX file system.

Question:

Can the network temporary storage be in a zFS? Can it still be in an HFS?

Answer:

The network temporary storage can only be a zFS.

Question:

Where can/should the network temporary storage directory physically reside?

Answer:

The SMPNTS (SMP/E Network Temporary Store) is a directory of UNIX file system files that are used for temporary storage of network transported packages that were received during SMP/E RECEIVE processing. It should reside on the system you will be running the Receive job.

Question:

What mountpoint should be used for the SMPNTS for a z/OSMF Portable Software Instance (ServerPac) Internet delivery order?

Answer:

One that you have access to, that is not being used for any other purpose.

Question:

While receiving an order from the IBM download server using zFS as the download file system, the driving system hung and a re-IPL was required. How can this be prevented?

Answer:

zFS requires more system memory so please make sure you have at least 512 MB of system memory.

Question:

Why do I get error "GIM69207S " while trying download directly to my z/OS system?

Answer:

This might happen if the certificate on the IBM download server is not setup on your z/OS system. Ensure that the DigiCert Global Root CA certificate (in addition to the Root 2 -

GeoTrust Global CA Certificate) is connected to your security manager keyring or stored in your default Java™ keystore file and is trusted on your system.

Question:

Why do I get error "secure_socket_init failed with rc = 402 (No SSL cipher specifications) " when trying to download using Secure FTP?

Answer:

This might happen when you do not have the System SSL Security Level 3 FMID installed which is limited to weak cryptographic ciphers (i.e. DES) for its secure SSL/TLS connections. IBM download servers use CIPHERSUITES: TLS_RSA_WITH_AES_128_CBC_SHA and TLS_RSA_WITH_AES_256_CBC_SHA which are strong ciphers. In order to download from IBM download servers using Secure FTP on a system without the System SSL Security Level 3 FMID, you must have PTF UA95810 installed. This PTF updates the default CIPHER list to add the 2 CIPHERS used by the IBM download servers.

Questions regarding DVD Delivery

Question:

Can I get my z/OSMF Portable Software Instance (ServerPac), CBPDO, or Customized Offerings Driver (COD) order on DVD media? How?

Answer:

Yes. DVD media can be selected as the delivery option for z/OSMF Portable Software Instance (ServerPac), CBPDO, and Customized Offerings Driver (COD) orders. DVD is listed as a media option along with Internet in Shopz. DVD orders are manufactured using DVD-R 4.7 GB media.

Question:

Do I need to install any additional software on my workstation to use DVD media?

Answer:

No. You don't need any additional software on your workstation. You just need a DVD Drive on your workstation to read the DVD(s).

Question:

I just received my z/OSMF Portable Software Instance (ServerPac) on DVD(s). Where should I start?

Answer:

The first DVD (if you got more than one DVD) will have a README.pdf file to get you started with the install.

Questions regarding z/OSMF Portable Software Instance (ServerPac)

Question:

What do I need to get started with z/OSMF Portable Software Instance (ServerPac) Installation?

Answer:

See [z/OSMF Portable Software Instance \(ServerPac\) Installation using z/OSMF](#) for information about getting started with z/OSMF Portable Software Instance (ServerPac) Installation

- [z/OSMF Portable Software Instance \(ServerPac\) and how to obtain it](#)
- [Requirements for Installing a z/OSMF Portable Software Instance \(ServerPac\)](#)
- [Configuring z/OSMF for Installing a z/OSMF Portable Software Instance \(ServerPac\)](#)
- [Downloading a z/OSMF Portable Software Instance \(ServerPac\)](#)
- [Installing a sample z/OSMF Portable Software Instance \(ServerPac\)](#)
- [FAQs for z/OSMF Portable Software Instance \(ServerPac\)](#)

Questions regarding Customized Offerings Driver (COD) Internet Delivery

Question:

I am planning to use Internet Delivery for my Customized Offerings Driver (COD) order. Where should I start?

Answer:

- You can obtain your Customized Offerings Driver (COD) order via the Internet. A good place to start is to view the Shopz Internet Delivery User's Guide at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss?action=hginternet
 - To verify your system setup for Internet delivery of orders, go to the Connectivity Test for SW Download Readiness web site at <https://www.ibm.com/marketing/iwm/platform/mrs/assets?source=cbct>
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Question:

How big will my COD Internet delivery order be?

Answer:

The total size of the volume dump archives for a COD order and DFSMS™/DSS Stand Alone Restore program files will be about 6 GB.

Question:

Can I order a Customized Offerings Driver on IBM tape media?

Answer:

No. The only supported delivery options for Customized Offerings Driver orders are DVD and Internet. They are no longer delivered on tape media.

Question:

How long will it take for me to download my Customized Offerings Driver (COD) Internet delivery order?

Answer:

Several factors contribute to the length of time it will take to download your order.

1. The connectivity you use. The faster the connectivity the faster the download.
2. The amount of traffic on your Intranet.
3. The amount of traffic on the Internet. Typically weekends and nighttime are faster than weekdays during the day or evening hours.

Question:

I cannot download directly to my IBM Z® mainframe. What can I do?

Answer:

You can first download the files for your order to a workstation using IBM Download Director with encryption then make the files accessible to your IBM Hardware Management Console (HMC) through one of the following means:

- The workstation is setup as a local FTP server, and the HMC can connect to that server
- The downloaded files can be copied to a USB flash drive, which can then be connected to the HMC

A good place to start is to view the Shopz Internet Delivery User's Guide at https://www.ibm.com/software/shopzseries/ShopzSeries_public.wss?action=hginternet.

Question:

How do I order a Customized Offerings Driver (COD) Internet delivery order? Must I use Shopz? My geography does not support product ordering on Shopz. Can I still get a Customized Offerings Driver (COD) Internet delivery order?

Answer:

In order to use the Internet delivery option, you must place your order via Shopz. If you are not already a Shopz user, you must first register for Shopz. When you place your order in Shopz, you will be able to select "Internet" as one of the Preferred Media options. If your country is not supported for product ordering in Shopz, you will not be able to obtain a Customized Offerings Driver (COD) Internet delivery order.

Question:

How long will the Customized Offerings Driver (COD) Internet delivery order be available for me to download? What should I do if I cannot download it within the time limit?

Answer:

All Internet delivery orders are available for download for 30 days. If you are unable to download your order within this time, wait until you are ready to download and re-order at that time. You can also contact [Shopz Support](#) and request an extension prior to your order expiring if you absolutely need additional time to complete the install.



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