Using the HelpDesk Facility

Small Programming Enhancement for
CL/SUPERSESSION®

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Contents

Chapter 1.
The HelpDesk Facility

Overview

Introduction

This small programming enhancement (SPE) document describes the new CL/SUPERSESSION HelpDesk facility. This facility has three main features:

- **HelpDesk**

  Provides you with a central point of control to monitor and perform actions against user and virtual sessions.

- **Monitor**

  Enables you to monitor CL/SUPERSESSION resources via color-coded status lights.

- **Cross-system Operator**

  Enables you to issue CT/Engine™ commands and receive system responses.

About this document

Chapters 2 through 4 document the tasks operators can perform using the HelpDesk facility. Appendices A and B provide procedures for using the Administration pull-down menu in the HelpDesk feature and enabling Cross-system functionality. These procedures are for users with Administration authority only. Appendix C documents system messages.

Note: The HelpDesk facility allows you to perform tasks in many ways. The procedures in this document provide the recommended way to accomplish a specific task.

Installation considerations

You can install the HelpDesk facility on a single CL/SUPERSESSION or on multiple CL/SUPERSESSIONs. You can also link two CL/SUPERSESSION address spaces to a single HelpDesk facility, via a VTAM® session. In this configuration, the HelpDesk facility runs on one address space, (the *local* CL/SUPERSESSION), and a HelpDesk collector runs on another address space, (the *remote* CL/SUPERSESSION).

If you implement this configuration, you can track both local and remote users on the HelpDesk facility. You can also use the Cross-system Operator console to issue commands and receive responses to and from a remote CL/SUPERSESSION.

Note: In this configuration, certain functions of the HelpDesk facility are not available to users on the remote CL/SUPERSESSION, such as viewing a user's terminal display or session. In addition, the Monitor feature does not report data from the remote CL/SUPERSESSION.

For more information about installing the HelpDesk facility on a remote system, see "Enabling Cross-system Functionality" on page 43.

Implementation

To install the HelpDesk facility, apply the following PTFs:

- QLS1227, QLS1229, and QLH1001
- QLH1002

    Note: Before you apply this PTF, you must run sample job KLSHD001 in PTF QLS1227 until the job completes successfully.

    After you have applied the PTFs above, follow the customization instructions provided in the SMP/E HOLDDATA for PTF QLS1227 and then for PTF QLH1001.

Overview

Logging onto the HelpDesk feature

When you first log onto CL/SUPERSESSION after you have installed the HelpDesk facility, an Update Personal Information panel appears. Enter the appropriate information in the fields provided on this panel and press Enter.

To log onto the HelpDesk feature, select the HelpDesk session from the CL/SUPERSESSION main panel.

Result: A HelpDesk message appears, informing you that the HelpDesk tasks are being initialized.

► Press any key to continue.

Result: The main HelpDesk panel appears.

```
_      Actions  View  Goto  Broadcast  Admin
--------------------------------------------------------------------------------
KLHDISP1              CL/SUPERSESSION HelpDesk  Date:05/19/95
                           Time:13:30:20
Select user with a '/' or an action code, or enter userid...
                                         or terminal...
S=Show details  V=View  M=Message  C=Cancel  F=Force

   Userid  Terminal Location        System Group   Name
   -------------------------------------------------------------------
   USER01  L0048192 Santa Monica     SYSA   PROD    SMITH, John
   USER02  L0048191 Santa Monica     SYSA   DIST    DOE, Jane
   USER03  ATERM495 Westlake         SYSA   PROG    JONES, David
   USER04  ATERM406 Santa Monica     SYSA   OPER    STEVENS, George
   USER05  L0043500 Westlake         SYSB   OPER    LEE, Lisa
**************************** BOTTOM OF DATA ********************************
```

Main HelpDesk panel

The main HelpDesk panel displays a scrollable list of all active CL/SUPERSESSION users, sorted by user ID. You can use this panel to

- display user details
- view a user's terminal display
- send a message to a user
- cancel or force a user

For information about using the View pull-down menu to limit the list of active users on the main HelpDesk panel, see "Using the View Filter" on page 19.

Displaying User Details

Introduction

The HelpDesk Details panel allows you to view detailed information about a specific user and a list of the user's active sessions. You can use this panel to

- view user virtual sessions
- cancel user sessions
- view a summary of sessions for users logged on to virtual terminals, virtual terminal pools, or applications

Accessing user details

To display details for a user

► Enter an **S** (Show details) in the input field provided on the main HelpDesk panel.

Result: The HelpDesk Details panel appears.

```
+------------------------------------------------------------------------------+
|  KLHUDIS1        HelpDesk Details for USER02                                  |
|                                                                              |
|  Name........ DOE, Jane            System......... SYSA                      |
|  Group....... DIST                 Terminal....... ATERM406                  |
|  Location.... Santa Monica         Logmode........ R3279X                    |
|  Phone....... x5555                Logon Time..... 10:54:20                  |
|  Printer.....                      Logon Date..... 05/19/95                  |
|  Status...... ACTIVE                                                         |
|                                                                              |
|                         Active Sessions                                      |
|                                                                              |
|   V=View Session C=Cancel Session  T=Vterm  P=Vpool A=Appl Sessions          |
|                                                                              |
|   Session   Applid    Vterm     Vpool      Logmode   Status    Compress      |
|   -------------------------------------------------------------------        |
|   HELPDESK  RGSS316N  RGSS3160  VIRT3270  SNX32702  CURRENT   OFF            |
| **************************** BOTTOM OF DATA ************************** |
+------------------------------------------------------------------------------+
```

Viewing user virtual sessions

To view a user's virtual session

1. Enter the **V** (View) action code next to the virtual session you want to view.

    Result: The Start Session View pop-up appears.

```
+-----------------------------------------------------------+
|   KLHSSVW1    Start Session View                          |
|                                                           |
|                                                           |
|        Specify a Userid and Session and press ENTER       |
|                                                           |
|        Userid........................ USER03              |
|                                                           |
|        AND                                                |
|                                                           |
|        Session....................... HELPDESK            |
|                                                           |
|                                                           |
|   (when viewed screen displayed hit PF4 to list options)  |
|                                                           |
|   ENTER F1=Help F5=Review F12=Cancel                      |
+-----------------------------------------------------------+
```

2. Press Enter.

    Result: A message is sent to the user asking for permission to view the virtual session.

    - If the user grants permission, the virtual session appears.

    - If the user does not grant permission, a message appears informing you that your request has been denied.

3. To see a list of options from the virtual session, press **F4**.

    Result: The Session View Options pop-up appears.

```
+-----------------------------------------+
|              Session View Options       |
|                                         |
|   ENTER: Next Screen                    |
|   PF2  : Show Details   PF3 : Exit      |
|   PF5  : Save Screen    PF6 : Print Screen |
|   PF7  : Scroll Up      PF8 : Scroll Down |
|   PF10 : Scroll Left    PF11: Scroll Right |
+-----------------------------------------+
```

You can perform the following actions on the virtual session:

- save or print the screen
- show user details
- scroll up, down, right, and left

To stop viewing a virtual session, press **F3**.

Result: The HelpDesk facility notifies the user that you are no longer viewing the session.

Saving viewed screens

To save a user session screen for future reference

► Press **F5** from the Session View Options panel.

 Result: The HelpDesk notifies you that the screen is saved.

Screens are saved until you delete them.

Viewing and deleting saved screens

To view saved screens

1. Select the **Goto** pull-down from the action bar.

2. Enter a **V** (View) in the field provided.

 Result: The Saved Screen List appears.

```
+--------------------------------------------------------------------------+
| KLHSPDS1            Saved Screen List                                    |
|                                                                          |
| S=Show Screen  D=Delete                                                  |
|                                                                          |
|    Date      Time      Userid    Terminal  Session   AID Key             |
|    ---------------------------------------------------------------       |
| _  05/24/95 16:16:12  USER03     ATERM484  HELPDESK  ENTER               |
| **************************** BOTTOM OF DATA ***************************   |
|                                                                          |
|                                                                          |
|                                                                          |
|                                                                          |
|                                                                          |
|                                                                          |
|    --------------------------------------------------------------        |
|                                                                          |
| Enter F1=Help F7=Back F8=Forward F12=Cancel                             |
|                                                                          |
+--------------------------------------------------------------------------+
```

3. Enter an **S** (Show screen) next to the screen you want to view.

 Result: The saved screen appears.

To delete saved screens

► Enter a **D** (Delete) in the field provided on the Saved Screen List panel next to the screen you want to delete.

 Result: The HelpDesk notifies you that the deletion was successful.

Printing viewed screens

To print viewed screens

1. Press **F6** from the Session View Options panel.

   Result: A HelpDesk message appears informing you that the screen was printed.

   Note: If you have not defined a default VTAM printer, the Printer Name pop-up panel appears.

2. Specify a printer name in the field provided.

Specifying a default printer

To specify a default VTAM printer

1. Select the **Goto** pull-down from the action bar.

2. Enter a **P** (Set default printer) in the field provided.

   Result: The Printer Name pop-up appears.

```
+-----------------------------------------+
| KLHPRTP1  Printer Name                  |
|                                         |
| Enter VTAM printer name and press ENTER |
|                                         |
| VTAM printer.....                       |
|                                         |
| Save to your profile..... N (Y/N)       |
|                                         |
| Enter F1=Help F12=Cancel                |
|                                         |
+-----------------------------------------+
```

3. Enter the printer name in the **VTAM Printer** field. If you want to save the printer to your CL/SUPERSESSION profile, enter **Y** in the field provided.

4. Press Enter.

   Result: The printer name is saved to your profile.

5. Press **F12** to cancel the Printer Name pop-up.

For more information about specifying a VTAM printer name, see the *CL/SUPERSESSION Customization Guide*.

Displaying user details from a viewed screen

To display details for a session

▶ Press **F2** from the Session View Options panel.

   Result: The Session View User Details pop-up appears.

```
+----------------------------------------------------+
|                Session View User Details            |
|                                                     |
|  Userid...... USER03                                |
|  Terminal.... ATERM495                              |
|  Date........ 05/24/95                              |
|  Time........ 15:55:12                              |
|  AID Key..... ENTER                                 |
|  Name........ David Jones                           |
|  Location.... Santa Monica                          |
|  Phone....... x5555                                 |
+----------------------------------------------------+
```

You can use this panel to see detailed information about the user's screen you are viewing.

Canceling sessions

To cancel a user's session:

1. Enter a **C** (Cancel) next to the session you want to cancel on the HelpDesk Details panel.

   Result: The Confirm Command pop-up appears.

2. Enter a **Y** (Yes) to proceed, **N** (No) to cancel the action.

For more information on the cancel option, see the VCANCEL command in the *CL/SUPERSESSION Operator's Guide*.

Viewing a summary of sessions

The HelpDesk allows you to display the number of users and sessions for each

- virtual terminal
- virtual terminal pool
- application

▶ Enter the appropriate action code next to a session on the HelpDesk Details panel:

   T   To view a virtual terminal session summary.

   P   To view a virtual terminal pool session summary.

   A   To view an application session summary.

   Result: The Virtual Session Summary panel appears.

```
+------------------------------------------------------+
|  KLHVTRS1      Virtual Session Summary               |
|                                                      |
|  Virtual Sessions for Virtual Terminal RGSS3159      |
|                                                      |
|  Number of Users...... 1                             |
|  Number of Sessions... 1                             |
|                                                      |
|  Do you want to list all sessions...   (Y/N)         |
|                                                      |
|  Enter F1=Help F11=Print F12=Cancel                  |
|                                                      |
+------------------------------------------------------+
```

To list all the sessions for each virtual terminal, virtual terminal pool, or application

▶   Enter a **Y** (Yes) in the field provided.

  Result: The List of Sessions panel appears.

Note: You cannot view a summary of sessions for users logged onto the remote CL/SUPERSESSION.

You can use this panel to cancel or view the sessions listed.

To view a session

▶   Enter a **V** (View) next to the session you want to view.

For more information about viewing sessions, see "Viewing a User's Terminal Display" on page 15.

To cancel a session

▶   Enter a **C** (Cancel) next to the session you want to cancel.

For more information about canceling sessions, see "Canceling sessions" on page 13.

Viewing a User's Terminal Display

Introduction

The HelpDesk feature allows you to view a user's physical terminal display, or active session, from the main HelpDesk panel.

Note: You cannot view a user's terminal display if the user is logged onto the remote CL/SUPERSESSION.

Viewing a user's terminal display

To view a user's terminal display

1. Enter the **V** (View) action code next to the user's terminal you want to view.

   Result: The View User's Terminal Display pop-up appears.

```
+----------------------------------------------------------+
|  KLHVIEW1   View User's Terminal Display                 |
|                                                          |
|                                                          |
|       Userid........................ USER03              |
|                                                          |
|                                                          |
| (When viewed screen displayed press PF4 to list options) |
|                                                          |
|  Enter F5=Review F12=Cancel                              |
+----------------------------------------------------------+
```

2. Press Enter.

   Result: A message is sent to the user asking for permission to view the terminal display.

   - If the user grants permission, the user's terminal display appears.

   - If the user does not grant permission, a message appears informing you that your request has been denied.

3. To see a list of options from the viewed terminal display, press **F4**.

   Result: The Session View Options pop-up appears.

From the viewed session you can:

- save or print the screen
- show user details
- scroll up, down, right, and left

To stop viewing a user session, press **F3**, or Enter.

For information about saving and printing a viewed active session screen, see "Displaying User Details" on page 9.

Sending Messages to Users

Introduction

The HelpDesk facility enables you to send messages to users in two ways. You can send a message to an individual user, or you can send a message to a group of users.

Sending a message to a user

To send a message to a user

1. Enter the M (Message) action code next to the user you want to send a message to.

   Result: The HelpDesk Send Message panel appears.

```
+----------------------------------------------------+
|  KLHDMSG1          Send Message                    |
|                                                    |
|  Send message to USER02                            |
|                                                    |
|  _____  |
|  _____  |
|  _____  |
|  _____  |
|  _____  |
|                                                    |
|  Reply required..... N                             |
|                                                    |
|                                                    |
|  Enter F1=Help F2=Clear F12=Cancel                 |
+----------------------------------------------------+
```

2. Enter the message text in the lines provided.

3. Press Enter to send the message.

   Note: If the recipient of the message is connected to the local CL/SUPERSESSION, and you require a response to the message, enter a Y (Yes) in the Reply Required field.

Sending a broadcast message

The broadcast message facility allows you to send a message to a group of users based on the following criteria:

- user ID
- terminal ID
- session ID
- virtual terminal pool
- application
- group

- system

To send a broadcast message

1. Select the **Broadcast** pull-down menu from the action bar.

   Result: The Broadcast Message pull-down appears.

```
+------------------------------------------------------+
|  KLHBRC11    Broadcast Message                       |
|                                                      |
|  Send message to ONE of the following groups...      |
|  (use *  as wildcard)                                |
|                                                      |
|  Userid.... _____    Vterm pool.... _____   |
|  Terminal.. _____    Application... _____   |
|  Session... _____    BCGROUP....... _____   |
|                                                      |
|  System.... SYSA                                     |
|                                                      |
|     _____         |
|     _____         |
|     _____         |
|     _____         |
|     _____         |
|     _____         |
|     _____         |
|                                                      |
|  Enter F1=Help F2=Clear F12=Cancel                   |
+------------------------------------------------------+
```

2. Select your target group by entering the criteria into the appropriate fields.

   Note: The broadcast facility allows you to send a broadcast message to only one target group at a time.

   Result: The HelpDesk notifies you how many users received the message.

3. Press F12 to cancel the notification message.

Canceling and Forcing Users

Canceling a user

To cancel a user

1. Enter the C (Cancel) action code next to the user you want to cancel.

   Result: The Confirm Command pop-up appears.

2. Enter a Y (Yes) to proceed, N (No) to cancel the action.

For more information about the cancel option, see the VCANCEL command in the *CL/SUPERSESSION Operator's Guide*.

Forcing a user

If you attempt to cancel a user and the cancel action code is unsuccessful, you can use the F (Force) action code to force a user's session. To do this

1. Enter the F (Force) action code next to the user's session you want to force.

   Result: The Confirm Command pop-up appears.

2. Enter a Y (Yes) to proceed, N (No) to cancel the action.

For more information about the force option, see the VFORCE command in the *CL/SUPERSESSION Operator's Guide*.

Using the View Filter

Introduction

The HelpDesk feature allows you to filter the list of active users displayed on the main HelpDesk panel. You can use the view filter to limit the list of active users to a particular group or location. You can also include multiple parameters to build a filter argument.

Accessing the view filter

To access the view filter on the main HelpDesk panel

► Select the **View** pull-down from the action bar.

Result: The View Criteria pull-down menu appears.

```
+------------------------------------------------+
| KLHTBVW1        View Criteria                   |
|                                                 |
| Select one or more options for users display    |
|                                                 |
|   Userid...... _____                         |
|   System...... _____                         |
|   Terminal.... _____                         |
|   Group....... _____                         |
|   Name........ _____                     |
|   Location.... _____                    |
| (above selections permit * wildcard)            |
|                                                 |
|   After  Date.. _____   and/or time.. _____    |
| OR            (mm/dd/yy)              (hh:mm)    |
|   Before Date.. _____   and/or time.. _____    |
|                                                 |
|                                                 |
| To reset, enter a '/'   RESET                   |
|                                                 |
|                                                 |
| Enter F1=Help F12=Cancel                        |
+------------------------------------------------+
```

Specifying view criteria

You can filter the list of users based on the following criteria:

- user ID
- terminal ID
- CL/SUPERSESSION group ID
- user name
- location
- log on date and time

To edit the view criteria argument

1. Enter one or more parameters in the input fields provided.

2. Press Enter.

   Result: A message notifies you that the view criteria has been updated.

Resetting the view criteria

The selection criteria argument does not reset itself automatically until you log off the HelpDesk. If you edit the argument by including a new parameter, that parameter is incorporated into the argument. If you change an existing parameter, only that parameter is updated in the argument.

To reset the view criteria argument

► Enter a **/** in the **Reset** field on the View Criteria panel.

   Result: The view criteria is reset.

Overview

Introduction

The Monitor feature enables you to monitor CL/SUPERSESSION resources from a single panel, and informs you with status lights whether your system is operating normally, or whether a threshold has been exceeded.

The Monitor panel displays status for:

- CL/SUPERSESSION storage (primary and extended)
- user-defined virtual terminal pools
- current total of active users
- current total of active sessions

Note: The Monitor facility only displays data for the local CL/SUPERSESSION.

Accessing the Monitor panel

To access the Monitor panel

► Select the **Switch to Monitor** option from the **Goto** pull-down menu.

Result: The Monitor panel appears.

```
    __     Exceptions  Broadcast  Admin  Goto
 ------------------------------------------------------------------------------
 KLHMNTR1                    CL/SUPERSESSION Monitor               Date:05/25/95
 Auto-refresh OFF  Monitor Status ACTIVE    Interval 15  mins      Time:11:43:44
 +----------------------------------------------------------------------------+
 |            STORAGE                    |           VTERM POOLS              |
 |---------------------------------------+------------------------------------|
 |   Extended Storage : TOTAL(24236K)    | VPOOL1   Vterms 5    Sessions 1    |
 |   Used%........ 6                     | VPOOL2   Vterms 5    Sessions 0    |
 |   Carved%...... 7                     | VPOOL3   Vterms 5    Sessions 0    |
 |   Primary  Storage : TOTAL(5507K)     | VPOOL4   Vterms 10   Sessions 0    |
 |   Used%........ 2                     | VPOOL5   Vterms 1    Sessions 0    |
 |   Carved%...... 4                     | VPOOL6   Vterms 1    Sessions 1    |
 |---------------------------------------+------------------------------------|
 |            USERS                      |           SESSIONS                 |
 |---------------------------------------+------------------------------------|
 |   Current Total...... 8               |    Current Total...... 5           |
 |                                       |                                    |
 |   Display Users by :                  |    Display Sessions by :           |
 |           Userid..                    |            Vterm...                |
 |           Termid..                    |            Applid..                |
 |           Group...                    |            Vpool...                |
 +----------------------------------------------------------------------------+
  Enter F1=Help F3=Exit F5=Refresh F6=Console F11=Print
```

To return to the HelpDesk main panel, press **F3** or select the **Switch to HelpDesk** option from the **Goto** pull-down menu.

Exceptions

An exception is an event that meets or exceeds a pre-specified threshold. If an exception occurs, the HelpDesk facility

- sends a message to all HelpDesk users with authority to receive alerts
- logs an exception in the exception history table
- writes a message to the TLVLOG (CT/Engine log file)
- sends a WTO message to the MVS console

Note: WTO messages prefixed with **CLAF001** are intended for recognition by an automated operation package, such as AF/OPERATOR. You can suppress these messages by commenting out the statement below the **WTO:** label in *rhilev*.RLSPNLS(KLHDMNTX).

For information about monitoring exceptions, see "Monitoring Exceptions" on page 26.

Using the Monitor Feature

Status indicators

A status indicator is a color bar that displays performance data, making it possible for you to quickly view the status of your CL/SUPERSESSION resources. Performance is measured against user-defined thresholds.

When a status indicator changes, the Monitor feature alerts you that a threshold has been met or exceeded. For example, when a status indicator changes from green to red, you know that a condition has changed from normal to critical.

The meaning of the status indicator colors are shown in this table.

Color	Status
Green	Normal.
Yellow	A potential problem exists. A warning threshold was met or exceeded.
Red	A critical problem exists. A critical threshold was met or exceeded.
Turquoise	This item is idle. The task is not currently running, or there is no data available to report.

Note: If your monitor does not have the capability to display extended attributes, status indicators (or color bars) do not display.

For information about setting thresholds, see "Setting Thresholds" on page 35.

Status indicator line

The status indicator line provides you with the following information:

- auto-refresh status and interval
- date and time of the last refresh
- monitor status

To modify auto-refresh status (turn it off or on) see "Setting Thresholds" on page 35.

To modify monitor status, or to change the refresh interval, see "Setting Thresholds" on page 35.

Monitoring storage

This portion of the Monitor panel displays the total amount of primary and extended storage allocated to the local CL/SUPERSESSION. For both primary and extended storage, the panel includes the percentages of the storage which are used and carved.

For more information about CL/SUPERSESSION storage, see the *CL/SUPERSESSION Customization Guide*.

Monitoring virtual terminal pools

This portion of the Monitor panel enables you to view data for six user-defined virtual terminal pools, sorted alphabetically.

For each virtual terminal displayed, the Monitor panel shows:
- name of the virtual terminal pool
- number of virtual terminals in the pool
- number of sessions within the virtual terminal pool

Note: Candle does not provide any default thresholds for virtual terminal pools.

For information about adding virtual terminal pools or modifying threshold values, see "Setting Thresholds" on page 35.

Monitoring users

This portion of the Monitor panel monitors the total number of active users on the local CL/SUPERSESSION.

Note: Each user logged onto the HelpDesk facility counts as an additional CL/SUPERSESSION user and is included in the `Current Total` field shown on the main Monitor panel.

You can select logged-on users for display. Specify the users you want to see by entering a specific or generic user ID, physical terminal ID, or CL/SUPERSESSION group in the appropriate field. Specify only one of the three criteria.

You can use the wildcard character (*) to specify a generic name. For example, if you specify TD* as the user ID, then a list of all the user IDs beginning with TD appears. If you specify L616* as the physical terminal ID, then a list of all the physical terminal IDs beginning with L616 appears.

You can perform the same functions on the Monitor panel that you can perform on the main HelpDesk panel. For information about these actions, and how to perform them, see "Using the HelpDesk Feature" on page 7.

Monitoring sessions

This portion of the Monitor panel monitors the total number of sessions on the local CL/SUPERSESSION. To select sessions for display

▶   Specify a complete virtual terminal name, application name (ACB name), or terminal pool name in the field provided.

Note: Generic names are not accepted.

Result: The Session List panel appears.

For instructions on viewing sessions, and for more information about actions you can perform on this panel, see "Using the HelpDesk Feature" on page 7.

Monitoring Exceptions

Introduction

The Monitor feature allows you to view a list of exceptions generated for each met or exceeded threshold that the HelpDesk facility monitors on an Exception History panel. This panel can help you view trends in CL/SUPERSESSION resource usage and meet your service level objectives.

Accessing the Exception History panel

To access the Exceptions History panel

► Select the **Exceptions** pull-down from the action bar on the Monitor panel.

Result: The Exception History panel appears.

```
+----------------------------------------------------------------------+
|  KLHMNTD1              Exception History                              |
|                                                                      |
|  A=Acknowledge D=Delete                                              |
|                                                                      |
|    Date      Time     Severity  Description                  Owner    |
|  ------------------------------------------------------------------  |
|   05/23/95 15:47:26 CRITICAL  VPOOL VIRT3270 Sessions = 6    USER02   |
|   05/23/95 14:57:29 WARNING   VPOOL VIRT3270 Sessions = 5    USER03   |
|   05/23/95 09:32:26 CRITICAL  VPOOL VIRT3270 Sessions = 6    USER04   |
|   05/23/95 07:02:25 WARNING   VPOOL VIRT3270 Sessions = 4    USER05   |
|                                                                      |
|  Enter F1=Help F7=Back F8=Forward F11=Print F12=Cancel              |
+----------------------------------------------------------------------+
```

Exception messages

When a threshold has been met or exceeded, the HelpDesk facility issues an exception alert to each HelpDesk user with authority to receive alerts. Although you must be logged onto CL/SUPERSESSION to receive an exception alert, you do not have to be logged onto the HelpDesk facility. If you are a HelpDesk Administrator, you can set alert authority for users on the HelpDesk User Authorities panel.

For more information about administrative functions, see "Administrative Functions" on page 31.

Note: You can disable alert notification for an exception by entering **No** in the **Enable Alerts** field on the Add VPOOL Monitoring panel.

Acknowledging and deleting exceptions

To acknowledge an exception

1. Select the **Exceptions** pull-down from the action bar on the main Monitor panel.

    Result: The Exception History panel appears.

2. Enter the **A** (Acknowledge) action code next to the exception you want to acknowledge.

3. Press Enter.

    Result: The exception is updated and acknowledged.

When you acknowledge an exception, you become the owner of it. When you log onto the HelpDesk facility, you are notified of any unowned exceptions. Exceptions remain in the list until you delete them on the Exception History panel.

To delete an exception

►   Enter the **D** (Delete) action code next to the exception you want to delete.

    Result: The exception is deleted and removed from the Exception History panel.

Overview

Introduction

The CL/SUPERSESSION Cross-system Operator is a scrollable window that enables you to issue CT/Engine commands and receive responses. If your HelpDesk facility is connected to a remote system, you can also issue commands to that system from the local HelpDesk.

Accessing the Cross-system Operator

To access the Cross-system Operator

▶ Select **C** (Switch to operator console) from the **Goto** pull-down menu, or press **F6** from the main HelpDesk panel.

Result: The Cross-system Operator console appears.

```
KLHXOPD1              Cross-System Operator Console
-------------------------------------------------------------------------------
****************************** BOTTOM OF DATA ********************************




















-------------------------------------------------------------------------------
 COMMAND ===>

 Enter F1=Help F3=Exit F7=Back F8=Forward F9=Retrieve F11=Print
```

Issuing commands

To issue CT/Engine commands from the Cross-System Operator

1. Enter the command on the **Command** prompt at the bottom of the console panel.

   Note: To issue commands to a remote CL/SUPERSESSION, prefix the command with the four-character MVS system ID you specified in *rhilev*.RLSPNLS(KLHSYSID) during installation. For example, to issue the STORAGE command to a remote CL/SUPERSESSION on system SYSA, enter

   ```
   SYSA STORAGE
   ```

   If you do not specify a four-character MVS system ID, the command is processed on the local CL/SUPERSESSION.

   You cannot issue the VIEWLOG or NAM commands from the Cross-system operator console.

2. Press Enter.

   Result: CT/Engine responses appear, indicating the status of the request.

   Command responses display on the console and are accessible until you exit the Cross-System Operator. To scroll through responses, use **F7** to scroll up, and **F8** to scroll down.

   For more information about CT/Engine commands, see the *CT/Engine Operator's Guide*.

Printing screens

To print a screen from the Cross-System Operator, press **F11**.

If you do not have a default VTAM printer defined, you are prompted to enter a printer name. For information about specifying a VTAM printer name, see the *CL/SUPERSESSION Customization Guide*.

Overview

Introduction

This section describes the Administration pull-down menu available from the action bar in the HelpDesk feature. It also provides procedures for completing tasks such as

- setting, modifying, and deleting thresholds
- setting or modifying user authorities
- cleaning up the HelpDesk user table

Note: The Administration pull-down menu is only accessible by users defined as HelpDesk Administrators.

Accessing the Administration menu

To access the Administration menu

► Select **Admin** from the action bar.

Result: The HelpDesk Administration menu appears.

```
+----------------------------------------------+
|  KLHADMN1 Administration Menu                |
|                                              |
|  HelpDesk Logging is currently.....  ACTIVE  |
|  HelpDesk Monitor is currently.....  ACTIVE  |
|  HelpDesk User Server is currently.  ACTIVE  |
|                                              |
|  L STOP  Logging Task                        |
|  M STOP  Monitor Task                        |
|  S STOP  User Server Task                    |
|  T Set thresholds                            |
|  U Set user authorities                      |
|  C Clean up local users                      |
|                                              |
|  Enter F1=Help F5=Refresh F12=Cancel         |
|                                              |
+----------------------------------------------+
```

This panel shows the current status of HelpDesk tasks, including logging, monitoring, and the user server. You can use this panel to perform the following actions:

STOP Logging Task
> Stop and start the HelpDesk logging task.

STOP Monitoring Task
> Stop and start the Monitor feature task.

STOP User Server Task
> Stop and start the user server task.

Set Thresholds
> Set thresholds for CL/SUPERSESSION resources.

Set User Authorities
> Set or modify user authority to access the HelpDesk facility.

Cleanup User Table
> Delete users who are no longer logged onto
> CL/SUPERSESSION from the HelpDesk table.

Starting and Stopping Tasks

Introduction

The Administration menu enables you to start and stop the following background tasks:

- Logging task

  Records users logging on and off the local CL/SUPERSESSION. If you stop this task, the HelpDesk facility stops recording logons to the local CL/SUPERSESSION.

- Monitor task

  Obtains the status of local CL/SUPERSESSION resources and displays the results on the Monitor panel. If you stop this task, realtime monitoring ceases.

- User Server task

  Obtains user and session information from CT/Engine by issuing CT/Engine commands and receiving responses on the Cross-system Operator console panel. Each HelpDesk operator has a specific user server. If you stop this task, you cannot issue CT/Engine commands on the Cross-system Operator console.

The logging and monitor tasks are started automatically, as non-terminal dialogs (NTDs), when you initialize CL/SUPERSESSION. These tasks remain active until you terminate CL/SUPERSESSION. The user server task is initialized as you log onto the HelpDesk facility and runs until you log off the HelpDesk facility. The logging, monitor, and user server tasks should only be stopped to recover from abnormal conditions.

Stopping a task

To stop a HelpDesk task

1. Enter the appropriate letter in the field provided on the Administration Menu.

   L   To stop HelpDesk logging.

   M   To stop the Monitor feature.

   U   To stop a user server.

   Result: A Confirm Command pop-up appears, asking you to confirm termination of the specified task.

2. Enter a **Y** (Yes) to proceed, **N** (No) to cancel the termination.

Starting a task

To start a HelpDesk task at any time during your session

1. Enter the appropriate letter in the field provided on the Administration Menu.

    L   To start HelpDesk logging.

    M   To start the Monitor feature.

    U   To start a user server.

    Result: A Confirm Command pop-up appears, asking you to confirm initialization of the specified task.

2. Enter a **Y** (Yes) to proceed, **N** (No) to cancel the termination.

    Note: If you stop the user server task, you will not receive a Confirmation Command message. You will receive a HelpDesk message informing you the user server task has been started.

Setting Thresholds

Introduction

Candle supplies a set of CL/SUPERSESSION default thresholds for

- % Primary Storage Carved
- % Primary Storage Used
- % Extended Storage Carved
- % Extended Storage Used
- Active Virtual Sessions
- Logged On Users

The HelpDesk feature enables you to set thresholds for an unlimited number of Virtual Terminal Pools (VPOOLs) using the Set Thresholds panel. Once you have set your VPOOL thresholds, you can view the first six pools you defined, sorted alphabetically, on the Monitor panel of the HelpDesk facility.

Note: The HelpDesk facility alerts you to all exceeded threshold values, even though you can only view the first six pools you defined on the Monitor panel.

Accessing the Set Thresholds panel

To access the Set Thresholds panel

► Enter a **T** (Set Thresholds) in the input field provided on the HelpDesk Administration panel.

   Result: The Set Thresholds panel appears.

```
+--------------------------------------------------------------------------+
|  KLHMNAD1   Set Thresholds                                               |
|                                                                          |
|  Monitor Status...... Active                                             |
|  Monitor Interval.... 15 (minutes)                                       |
|                                                                          |
|                     Exception Thresholds                                 |
|                                                                          |
|    Name      Description                    Warning   Critical  Alert    |
|                                                                          |
|    --------------------------------------------------------------        |
|  _ HDMSTPC   % Primary Storage Carved       1500      2400      ON       |
|  ⁻ HDMSTPU   % Primary Storage Used         80        90        ON       |
|    HDMSTXC   % Extended Storage Carved      80        90        ON       |
|    HDMSTXU   % Extended Storage Used        80        90        ON       |
|    HDMSESS   Active Virtual Sessions        2000      2500      ON       |
|    HDMUSERS  Logged on users                1000      1200      ON       |
|                                                                          |
|  A=Add Vpool C=Change D=Delete                                           |
|                                                                          |
|  Enter F1=Help F7=Back F8=Forward F11=Print F12=Cancel                   |
+--------------------------------------------------------------------------+
```

This panel shows the current Monitor status and allows you to modify the interval at which CL/SUPERSESSION thresholds are monitored.

Note: The Candle-supplied default interval is 15 minutes.

Adding thresholds

To add thresholds to the list of those currently monitored

1. Enter the **A** (Add VPOOL) action code next to a threshold name.

    Result: The Add VPOOL Monitoring panel appears.

```
+-------------------------------------------------+
|  KLHMNTA1  Add Vpool Monitoring                 |
|                                                 |
|  Vpool Name......_____                     |
|  Description.....Vpool_____                |
|  Warning thresh.._____                     |
|  Critical thresh._____                       |
|  Enable Alerts...___  (ON/OFF)                  |
|                                                 |
|                                                 |
|  Enter F1=Help F12=Cancel                       |
+-------------------------------------------------+
```

2. Enter the name and description of the threshold you want to monitor as well as the warning and critical values for the pool.

3. Enter **ON** in the **Enable Alerts** field to receive exception alerts when warning and critical values are met or exceeded.

Modifying threshold values

To modify threshold values at any time during your session

▶ Enter the **C** (Change) action code next to a threshold name.

   Result: The Change Thresholds panel appears.

```
+---------------------------------------------------------+
|  KLHMNTC1 Change Thresholds                             |
|                                                         |
|  Resource Name... VIRTPARS                              |
|  Description..... vpool                                 |
|  Type........... VPOOL                                  |
|  Warning thresh.. 4                                     |
|  Critical thresh. 6                                     |
|  Enable Alerts... ON      (ON/OFF)                      |
|                                                         |
|                                                         |
|  Enter F1=Help F12=Cancel                               |
+---------------------------------------------------------+
```

You can use this panel to change the description of the threshold or warning and critical threshold values. You can also toggle exception notification on and off in the Enable Alerts field.

Deleting thresholds

To delete a threshold from the list of currently monitored thresholds

1. Enter the **D** (Delete) action code next to the name of the threshold you want to delete.

   Note: You can only delete thresholds that you create. You cannot delete Candle-supplied default thresholds.

   Result: A Confirm Command pop-up panel appears.

2. Enter a **Y** (Yes) to proceed, **N** (No) to cancel the deletion.

Setting User Authorities

Introduction

The first user to log onto the HelpDesk facility after initial installation is assigned Administrator authority. This user can then use the User Authorities option on the Administration pull-down menu to perform the following actions:

- add authority for a new user
- change the authority of any user
- delete a user

Accessing User Authorities

To access the HelpDesk User Authorities panel

▶ Enter a **U** (Set User Authorities) in the field provided on the HelpDesk Administration menu.

Result: The HelpDesk User Authorities panel appears.

```
+------------------------------------------------------------------+
|  KLHAUTD1   HelpDesk User Authorities                            |
|                                                                  |
|  A=Add C=Change D=Delete                                         |
|                                 Save                             |
|    Name      Admin   Cancel   View  Screens  Alerts  Console     |
|    ------------------------------------------------------------  |
|    USER01    Y       Y        Y     Y        Y       Y           |
|    USER02    N       Y        N     N        Y       Y           |
|    USER03    N       N        Y     Y        Y       Y           |
|    USER04    Y       Y        Y     Y        Y       Y           |
|    USER05    N       Y        Y     Y        N       N           |
|    USER06    N       N        Y     Y        N       N           |
|    USER07    N       Y        N     N        Y       Y           |
|    USER08    N       N        Y     Y        Y       Y           |
|                                                                  |
|  Enter F1=Help F7=Back F8=Forward F11=Print F12=Cancel           |
+------------------------------------------------------------------+
```

Adding user authority

To add authority for a new user

1. Enter the **A** (Add) action code next to the name of a user on the main HelpDesk panel.

Result: The Add User Authority panel appears.

```
+----------------------------------+
|  KLHAUTA1  Add User Authority    |
|                                  |
|  User.......  _____            |
|                                  |
|  Admin............. _ (Y/N)      |
|  View.............. _ (Y/N)      |
|  Save Screens...... _ (Y/N)      |
|  Cancel............ _ (Y/N)      |
|  Receive Alerts.... _ (Y/N)      |
|  Operator Console.. _ (Y/N)      |
|                                  |
|                                  |
|  Enter F1=Help F12=Cancel        |
+----------------------------------+
```

2. Enter the user ID of the user you want to add, and indicate **Y** (Yes), or **N** (No) in the following fields:

    Admin   Gives the user Administrator authority and allows use of the functions available on the Administration pull-down menu.

    View   Gives the user authority to view another user's screen.

    Save Screens
                        Gives the user authority to save another user's viewed screen.

    Cancel   Gives the user authority to cancel another user's session.

    Receive Alerts
                        Alerts the user when threshold values are met or exceeded.

    Operator Console
                        Gives the user authority to use the operator console panel for issuing CT/Engine commands.

Changing user authority

To change authority for a user

▶   Enter the **C** (Change) action code next to the name of the user you want to change.

    Result: The HelpDesk User Authority panel appears, allowing you to change the authority of a user for any administrator functions on the Administration pull-down menu.

Deleting users

To delete a user from the HelpDesk User Authorities panel

1. Enter the **D** (Delete) action code next to the name of the user you want to delete.

   Result: A Confirm Command panel appears.

2. Enter **Y** (Yes) to proceed, **N** (No) to cancel the deletion.

Cleaning Up the User Table

Introduction

The user table contains session information for each local and remote user logged onto the HelpDesk facility. If a CL/SUPERSESSION user experiences terminal or session connection problems which result in abnormal disconnections, the HelpDesk facility continues to store session information for that user even if the user has disconnected from CL/SUPERSESSION.

Although these users are automatically deleted from the the user table every 30 minutes, you may not want to wait for this clean up interval. Instead, you can use the Administration pull-down menu to immediately clean up the user table. To do this:

► Enter a **C** (Clean up local user table) in the field provided on the Administration Menu.

   Result: HelpDesk locates the local users who are no longer logged onto CL/SUPERSESSION and deletes them from the user table.

Remote users

When you clean up the user table from the Administration menu, only local users are affected. Remote users who have experienced an abnormal disconnection from the remote system, are automatically deleted from the user table every 30 minutes. This is accomplished via a command issued by the HelpDesk remote system to the local system.

Overview

Introduction

The HelpDesk facility can be installed on multiple CL/SUPERSESSIONs, and will have full functionality for each system on which it is installed.

The HelpDesk facility also provides the capability for a single HelpDesk to run dialogs on a second CL/SUPERSESSION address space, either in the same MVS image or in different MVS images, and collect and report data on the secondary system. In this case, the HelpDesk dialogs run on one address space (called the local system), and collect data via standard VTAM connections from the other system in your network (called the remote system).

When you enable cross-system functionality, you can perform the following HelpDesk actions:

- monitor logons and logoffs on local and remote systems.

- issue CT/Engine operator commands to the remote system, and receive command responses.

- issue broadcast messages to the remote system.

Refreshing remote system user information

If a remote user logs on or off, the remote system sends a message to the local system on the logging link notifying it of the change in status.

Additionally, the remote system automatically sends a message to the local system containing a list of all the remote users who have logged off in the last 30 minute period. The local system then refreshes the HelpDesk user table.

Installing the HelpDesk on a Remote System

Installation procedure

To install the HelpDesk facility to a remote system, ensure that the new HelpDesk dialogs are available to the remote system and complete the following steps for both the local and remote systems.

Step	Action
1	Add ACB names to the local system in dialog KLHCDLG and update SYS1.VTAMLST with the local ACB names.
2	Define dialog ACB names to the remote system in dialog KLSSTART and update SYS1.VTAMLST with the remote ACB names.
3	Provide a unique system ID for the remote system.
4	Add local and remote ACB names to the local system in dialog KLHXDCL.
5	Define a remote monitor control point and user exit.
6	Install initial dialogs to the remote system.

Step 1: Add ACB names to the local system

To add the ACB names to the local system:

1. Uncomment the following statements in *rhilev*.RLSCMDS(KLHCDLG) for the local CL/SUPERSESSION,

   ```
   DIALOG <LCLACB1> KLHXUREQ
   DIALOG <LCLACB2> KLHXLOGR
   NTD KLHXINIT
   NTD KLHXLGIN
   ```

   where <LCLACB1> and <LCLACB2> represent the appropriate local ACB names for your site.

2. Update SYS1.VTAMLIST with the local ACB names. For example,

   ```
   LCLACB1  APPL  EAS=1,AUTH=(ACQ,NVPACE),ACBNAME=LCLACB1,
                  PARSESS=YES
   ```

Step 2: Define dialog ACB names to the remote system

To define the dialog ACB names to the remote system:

1. Add the following statements to *rhilev*.RLSCMDS(KLSSTART) on the remote system:

    ```
    DIALOG <RMTACB1> KLHXUSVX
    DIALOG <RMTACB2> KLHXLGON
    ```

    where <RMTACB1> and <RMTACB2> represent the appropriate remote ACB name for your site.

2. Update SYS1.VTAMLIST with the remote ACB names. For example,

    ```
    RMTACB1  APPL  EAS=1,AUTH=(ACQ,NVPACE),ACBNAME=RMTACB1,
                   PARSESS=YES
    ```

Step 3: Provide a unique system ID for the remote system

If the remote CL/SUPERSESSION is running on the same MVS image as the local CL/SUPERSESSION, the system ID for each defaults to the SMF system ID. For the HelpDesk facility to operate, the local and remote systems must have unique system IDs.

If the remote and local CL/SUPERSESSIONs are running on the same MVS image, provide a unique 4–character system ID for the remote system in *rhilev*RLSPNLS(KLHSYSID).

Step 4: Add remote ACB names to the local system

To add remote ACB names to the local system

1. In the `)INIT` section of *rhilev*.RLSPNLS(KLHXDCL), replace the local ACB names (LCLACB1 and LCLACB2) with the ACB names chosen in step 1.

2. In the `)INIT` section of *rhilev*.RLSPNLS(KLHXDCL), replace the remote ACB names (RMTACB1 and RMTACB2) with the ACB names chosen in step 2.

3. Substitute the system ID (`SYSX`) with the remote system ID chosen in step 3.

Step 5: Define a remote monitor control point and user exit

The monitor facility uses the SSPL 'OPERATOR' function, which requires a valid user ID and password. Because the monitor task runs as an NTD (Non-Terminal Dialog) and is not associated with any user sessions, you

must define a special user ID and password and make it available to this NTD.

To avoid the potential security exposure involved in storing a real password, the monitor task runs under a separate control point which does not use external security. This requires a special NAM exit, which is in member KLHDNAMX in the supplied library.

To assemble and link this exit into your *rhilev*.RLSLOAD library, see member KLHDNAMJ for the appropriate JCL.

To define the additional control point: Add the following statements to *rhilev*.RLSPARM(KLVINNAM):

```
MONITOR DSNAME(<NAM dataset name>) -
NORACF -
NODB -
EXIT=KLHDNAMX
```

where <NAM dataset name> represents the appropriate NAM dataset name for your site.

The control point will be defined at the next CL/SUPERSESSION startup.

Step 6: Install initial dialogs to the remote system

Use the CL/SUPERSESSION Profile Administration panels to modify the Global Profile Common Segment for the remote CL/SUPERSESSION as follows:

```
Initial Dialog.................KLHLOGON
```

Note: If you have already defined a Global Initial Dialog, then add the following statement to the end of your dialog:

```
)term
select KLHLOGON
```

Starting and Stopping the Remote Server Tasks

Introduction

When the local CL/SUPERSESSION is started, and a remote system is defined, it automatically attempts to establish a connection with the remote CL/SUPERSESSION. If the local system is unable to establish the connection at startup, it will retry every 5 minutes until it is successful, or until it has attempted the connection 5 times.

If the local system is still unable to establish a connection after the fifth try, it no longer attempts to establish the connection. The remote link will then have to be started manually. Also, if either system goes down or is brought down, the link between the two systems is broken you must restart each system manually.

Starting the remote server tasks

This section explains how to start the command server and logging tasks for the remote server.

- To start the command server task, issue the following command from the local system:

  ```
  NTD KLHXINIT
  ```

- To start the logging task, issue the following command from the local system:

  ```
  NTD KLHXLGIN
  ```

Stopping the remote server tasks

This section explains how to stop the command server and logging tasks for the remote server.

- To stop the command server task, issue the following command from the local system:

  ```
  NTD KLHXSTOP
  ```

- To stop the logging task, issue the following command from the *remote* system:

  ```
  NTD KLHDSTOP
  ```

CH100   **NO VALID SELECTION MADE**
Explanation: An invalid selection code has been entered.
System Action: The selection code is ignored.
User Response: Enter a valid selection and retry.

CH101   *key* **IS NOT ACTIVE**
Explanation: A program function key was pressed that is not used by the
currently displayed panel.
System Action: The key is ignored.
User Response: Check the function key display at the bottom of the active
panel for the keys that are active/valid and retry.

CH102   *user* **IS NOT AUTHORIZED FOR THIS FEATURE**
Explanation: A user attempted to use a feature without authorization.
System Action: None.
User Response: None.

CH103   **PLEASE COMPLETE ALL FIELDS**
Explanation: An attempt to process a panel failed because all of the required
fields were not completed.
System Action: The panel is not processed until all required fields are
completed.
User Response: Complete all required fields and retry.

CH104   **PLEASE REPLY Y OR N**
Explanation: The selected action requires confirmation.
System Action: The panel is not processed until you provide a confirmation
for the action.
User Response: Reply either Y or N.

CH105   *userid* **ALREADY DEFINED**
Explanation: An attempt to add an entry to the user authority table failed
because the entry already exists.
System Action: The addition is ignored.
User Response: None.

CH106   **TABLE ADD FAILED**
Explanation: An entry failed to be added to the user authority table.
System Action: The operation fails.
User Response: See the TLVLOG for associated error messages and review
the CL/SUPERSESSION Dialog Language Reference Manual for more
information about TBADD return codes.

CH107   *userid* **ADDED**
        Explanation: An entry has been added to the user authority table.
        System Action: None. This message is informational.
        User Response: None.

CH108   *userid* **MODIFIED**
        Explanation: An entry has been modified in the user authority table.
        System Action: None. This message is informational.
        User Response: None.

CH109   **DELETE FAILED - RETURN CODE=***rc*
        Explanation: An attempt to delete an entry from the user authority table
        failed.
        System Action: The entry is not deleted.
        User Response: See the *Dialog Language Reference Manual* for TBDELETE
        return codes. Correct the problem and retry.

CH110   **SCREEN PRINT COMPLETED**
        Explanation: A request to print a screen completed.
        System Action: The screen is printed.
        User Response: None.

CH111   **DELETION COMPLETED**
        Explanation: An entry has been deleted from the user authority table.
        System Action: None. This message is informational.
        User Response: None.

CH113   **UNABLE TO OPEN AUTHORITY TABLE - TBOPEN RC=***rc*
        Explanation: An attempt to open the user authority table failed.
        System Action: The requested operation is not processed.
        User Response: See the *Dialog Language Reference Manual* for TBOPEN
        return codes. Correct the problem and retry.

CH114   **USING DEFAULT AUTHORITIES**
        Explanation: Default authority is being used.
        System Action: None.
        User Response: None.

CH115   *user* **IS NOT AUTHORIZED TO USE HELP DESK**
        Explanation: The user attempted to log onto the HelpDesk faclity but does not
        have authority.
        System Action: Logon attempt fails.
        User Response: None.

CH116   **PLEASE SPECIFY TARGET GROUP**
           Explanation: An attempt to send a broadcast message failed because no target
           group was specified.
           System Action: The system refreshes the screen, and prompts the user for a
           target group.
           User Response: Specify broadcast recipients and retry.

CH117   **ENTER MESSAGE TEXT**
           Explanation: An attempt to send a broadcast message failed because there was
           no text included in the message.
           System Action: No message is sent.
           User Response: Enter message text and retry.

CH120   **USER** *user* **IS NOT AUTHORIZED FOR THIS FUNCTION**
           Explanation: A user attempted a function, but did not have authority.
           System Action: The requested operation is not processed.
           User Response: None.

CH121   **CONFIRM FORCE OF USER** *user*
           Explanation: The system requires confirmation to force a user.
           System Action: The system waits for confirmation to process the request.
           User Response: Reply Y or N.

CH122   **CONFIRM CANCEL OF SESSION** *sid* **FOR USER** *user*
           Explanation: The system requires confirmation to cancel a user session.
           System Action: The system waits for confirmation to process the request.
           User Response: Reply Y or N.

CH123   **CONFIRM CANCEL OF USER** *user*
           Explanation: The system requires confirmation to cancel a user.
           System Action: The system waits for confirmation to process the request.
           User Response: Reply Y or N.

CH124   *command* **FAILED FOR** *user*
           Explanation: A CANCEL or FORCE command failed for the specified user.
           System Action: The user is still logged on.
           User Response: Review the TLVLOG for any corresponding error messages.

CH125   *command* **COMPLETED FOR** *user*
           Explanation: A command applied to a user is completed.
           System Action: None. This message is informational.
           User Response: None.

CH126   **CANCEL FAILED FOR** *sid*
           Explanation: An attempt to cancel a session failed.
           System Action: The session is still active.
           User Response: Review the TLVLOG for any corresponding error messages.

CH127   **CANCEL COMPLETED FOR** *sid*
              Explanation: A CANCEL session command successfully completed.
              System Action: None. This message is informational.
              User Response: None.

CH128   **USER** *user* **NOT FOUND**
              Explanation: The user was not found in the HelpDesk user table.
              System Action: The active user list is redisplayed.
              User Response: None.

CH129   **TABLE ERROR - PLEASE RETRY**
              Explanation: A table database error has occurred.
              System Action: The requested operation fails.
              User Response: See the TLVLOG for any corresponding error messages.

CH130   **DELETION CANCELLED**
              Explanation: A request for the deletion of a user ID from the HelpDesk user
              table was canceled.
              System Action: The deletion request is cancelled.
              User Response: None.

CH131   **REFRESH OVERRIDES MONITOR INTERVAL - PLEASE CONFIRM**
              Explanation: The system requires confirmation to overide the monitor interval.
              System Action: The system waits for confirmation to process the request.
              User Response: Reply Y or N.

CH132   **MONITOR NOT ACTIVE**
              Explanation: The monitor timer task is currently not active.
              System Action: None.
              User Response: Restart the monitor task and retry.

CH133   **REFRESH FAILED - PLEASE RETRY**
              Explanation: The system was unable to refresh monitor statistics.
              System Action: The requested operation fails.
              User Response: See the TLVLOG for corresponding IPC LOG messages and
              restart the monitor if necessary.

CH134   **PLEASE SPECIFY USER**
              Explanation: An attempt to send a message to a user failed because no user
              was specified.
              System Action: No message is sent.
              User Response: Specify user and retry.

CH135   **UNABLE TO ACCEPT WILDCARDS**
              Explanation: A wildcard character (/, *, ?) imbedded in a user ID is not
              acceptable in this panel.
              System Action: The Send Message screen is redisplayed.
              User Response: Specify the user name without a wildcard character and retry.

CH136   *user* **IS NOT LOGGED ON**
Explanation: An attempt to send a message to a user failed because the user was not logged on.
System Action: No message is sent.
User Response: Ensure that the user is logged on and retry.

CH137   *user* **NOT ACCEPTING MESSAGES**
Explanation: An attempt to send a message to a user failed because the user is not receiving messages, or the user's screen is locked.
System Action: None.
User Response: Send the message when the user is receiving messages and the user's screen is no longer locked.

CH138   **REPLY REQUIRED - Y/N**
Explanation: The system requires confirmation to process a command request.
System Action: The system waits for confirmation to process the request.
User Response: Reply Y or N.

CH139   **MESSAGE DELIVERED**
Explanation: A message was succesfully delivered to a user.
System Action: None. This message is informational.
User Response: None.

CH140   **MESSAGE SEND FAILED RETURN CODE=***rc*
Explanation: An attempt to send a VSSMESS message failed.
System Action: No message is sent.
User Response: See the *Dialog Language Reference Manual* for VSSMESS return codes. Correct the problem and retry.

CH141   **OUTSTANDING EXCEPTIONS DETECTED - SEE EXCEPTION TABLE**
Explanation: The monitor task has detected an exception condition and is notifying authorized HelpDesk operators.
System Action: None.
User Response: Check the Exception History pull-down from the Monitor panel for the outstanding exceptions.

CH142   **HELPDESK MONITOR TASK INITIALIZING FOR** *user*
Explanation: The HelpDesk monitor task is initializing for the specified user.
System Action: The task initializes.
User Response: None.

CH143   **TERMINAL** *term* **NOT FOUND**
Explanation: The monitor task was unable to find the selected terminal.
System Action: The requested operation is not processed.
User Response: Verify the terminal ID and retry.

CH144   **USER DELETED**
Explanation: A user has been successfully deleted from the HelpDesk user table.
System Action: None. This message is informational.
User Response: None.

CH145   **INVALID MONITOR INTERVAL**
Explanation: The interval setting for the monitor task contains non-numerics or has been set to zero.
System Action: The current value is redisplayed.
User Response: Enter valid interval and retry.

CH146   **UNABLE TO ALTER INTERVAL - TIMER SERVICE UNAVAILABLE**
Explanation: The system is unable to update the monitor task interval because the IPC TIMER service is not active.
System Action: The requested operation is not processed.
User Response: Restart the monitor task and retry.

CH147   **MONITOR INTERVAL UPDATED**
Explanation: The monitor interval has been updated. This message is informational.
System Action: None.
User Response: None.

CH148   **MONITOR INTERVAL UPDATE FAILED**
Explanation: The system was unable to update the monitor interval.
System Action: The system will continue to monitor at the original monitor interval.
User Response: Review the TLVLOG for corresponding error messages or try restarting the monitor task.

CH149   **DELETE ONLY AVAILABLE FOR VPOOLS**
Explanation: An attempt to delete a default monitoring item failed. Default monitoring items cannot be deleted, but the thresholds may be changed. The only items that can be deleted from the monitoring table are user-defined virtual terminal pools.
System Action: The requested operation fails.
User Response: None.

CH150   **THRESHOLD MUST BE NUMERIC**
Explanation: A non-numeric character has been entered as a threshold value.
System Action: The threshold is not updated.
User Response: Enter a numeric threshold value.

CH151   **CRITICAL THRESHOLD SHOULD BE HIGHER THAN WARNING**
Explanation: An item for monitoring was being added or updated, and a critical threshold value was entered that was lower than a warning threshold value.
System Action: The entry is not added.
User Response: Ensure that the critical threshold value is higher than the warning threshold value.

CH152   **SCREEN PRINT TO PRINTER** *printer* **HAS BEEN COMPLETED**
Explanation: A screen print has been successfully queued for printing.
System Action: None. This message is informational.
User Response: None.

CH153   **PRINTER** *printer* **NOT AVAILABLE**
Explanation: An attempt to print a screen image failed because the specified printer was not in service.
System Action: The screen print fails.
User Response: Ensure that the printer is in service and retry.

CH154   **PRINTER NAME** *printer* **INVALID**
Explanation: An attempt to print a screen image failed because the specified printer name is invalid.
System Action: The screen print fails.
User Response: Enter a valid printer name and retry.

CH155   **PLEASE SPECIFY PRINTER NAME**
Explanation: An attempt to print a screen image failed because no specified printer was found.
System Action: The screen print fails.
User Response: Enter a valid printer name and retry.

CH156   **PRINTER UPDATED**
Explanation: The default printer name has been updated. This message is informational.
System Action: None.
User Response: None.

CH157   **PROFILE UPDATED**
Explanation: A default printer has been selected, and saved to the user's CL/SUPERSESSION profile.
System Action: The user's profile is updated.
User Response: None.

CH158   **UNABLE TO SAVE MESSAGE**
Explanation: An IPC queue with queued messages is being browsed, but the attempt to save the message back to the queue has failed.
System Action: The message is discarded.
User Response: Check the TLVLOG for corresponding error messages; the queue may need to be stopped and restarted.

CH159   **QUEUE NOT FOUND**
Explanation: An IPC queue has been selected for browsing, but the queue does not exist.
System Action: The message is lost.
User Response: Check the TLVLOG for corresponding error messages.

CH160   **QUEUE** *queue_name* **EMPTY**
Explanation: An IPC queue has been selected for browsing, but the queue is empty.
System Action: None.
User Response: None.

CH162   **DELETE IPC QUEUE** *queue_name*
Explanation: An IPC queue has been selected for deletion via the IPC queue manager panel.
System Action: The system waits for a response before processing the request.
User Response: Reply Y or N.

CH163   **QUEUE DELETE FAILED**
Explanation: An attempt to delete an IPC queue failed.
System Action: The requested operation is not processed.
User Response: Check the TLVLOG for corresponding error messages.

CH164   *queue_name* **DELETED**
Explanation: The IPC queue was successfully deleted.
System Action: None. This message is informational.
User Response: None.

CH165   **QUEUE** *queue_name* **ALREADY EMPTY**
Explanation: A request was made to clear an IPC queue, but the queue was already empty.
System Action: None.
User Response: None.

CH166   **QUEUE CLEAR FAILED**
Explanation: A request was made to clear an IPC queue, but the request failed.
System Action: None.
User Response: Check the TLVLOG for corresponding error messages.

CH167   QUEUE *queue_name* **CLEARED**
Explanation: An IPC CLEAR request was successfully processed.
System Action: None. This message is informational.
User Response: None.

CH168   **CURRENT PRESENTATION SPACE TOO SMALL**
Explanation: An attempt to view a user's screen image, a virtual session
buffer, or a saved screen image failed because the dimensions of the image are
greater that the current presentation space.
System Action: The screen image is not displayed.
User Response: Check the TLVLOG for corresponding system messages
relating to PSMIMP.

CH169   **DISPLAY FAILED RETURN CODE=***rc*
Explanation: A request was made to view a user's screen image, virtual
session buffer, or a saved screen image, but the request failed and PSMIMP was
unable to display the screen.
System Action: The screen image is not displayed.
User Response: See the CL/SUPERSESSION *Dialog Language Reference
Manual* for more information about PSMIMP return codes.

CH170   **YOU ARE NOT AUTHORIZED TO SAVE SCREENS**
Explanation: A request to save a viewed screen failed because the user does
not have save screen authority.
System Action: The screen is not saved.
User Response: Contact your HelpDesk administrator.

CH171   **SCREEN ALREADY SAVED**
Explanation: An attempt to save a viewed screen failed because the screen
was already saved.
System Action: None.
User Response: None.

CH172   **SCREEN SAVED**
Explanation: A viewed screen has been saved to the viewed screen table.
System Action: None. This message is informational.
User Response: None.

CH173   **SESSION VIEW TERMINATED FOR** *user*
Explanation: A user's session has been successfully viewed, and view
processing has terminated.
System Action: None.
User Response: None.

CH175   **NO QUEUED SCREENS**
Explanation: The Enter key was pressed while viewing a session screen.
System Action: None.
User Response: Press **F3** to stop viewing a session screen.

CH176   **USER NOT AUTHORIZED FOR SESSION VIEW**
Explanation: A user's request to view a session failed because the user is not authorized to view screens.
System Action: The view is denied.
User Response: Contact your HelpDesk administrator.

CH177   **VIEW NOT AVAILABLE FOR REMOTE USERS**
Explanation: An attempt to view a remote user's session failed because remote viewing is not available.
System Action: The requested operation fails.
User Response: None.

CH187   **VIEW OPTIONS UPDATED**
Explanation: The view criteria for the HelpDesk main panel has been updated.
System Action: The user table display is refreshed, and now corresponds to the updated view criteria argument.
User Response: None.

CH188   **DATE FORMAT INVALID**
Explanation: One or more invalid characters have been found in either the before or after date.
System Action: The panel is not updated.
User Response: Enter a date that conforms to the format *mm/dd/yy*.

CH189   **SPECIFIED TIME INVALID**
Explanation: One or more invalid characters have been found in either the before or after time.
System Action: The panel is not updated.
User Response: Enter a time that conforms to the format *hh:mm*.

CH190   **TERMINATE LOGGING TASK?**
Explanation: A request has been made to terminate the logging task.
System Action: The system waits for a response.
User Response: Reply Y or N.

CH191   **TERMINATE SERVER TASK?**
Explanation: A request has been made to terminate the user server task.
System Action: The system waits for a response.
User Response: Reply Y or N.

CH192   **TERMINATE MONITOR TASK?**
Explanation: A request has been made to terminate the monitor task.
System Action: The system waits for a response.
User Response: Reply Y or N.

CH193 **TERMINATE ALL HELPDESK TASKS?**
Explanation: A request has been made to terminate all HelpDesk tasks.
System Action: The system waits for a response.
User Response: Reply Y or N.

CH194 **PLEASE COMPLETE NAME AND LOCATION**
Explanation: The system requires each CL/SUPERSESSION user to enter user details (including name, location, and phone number) for subsequent HelpDesk actions to be recognizable. The user did not update the User Details panel.
System Action: The panel is redisplayed.
User Response: Enter complete user information.

CH196 **NO USERID SPECIFIED**
Explanation: An attempt to view a screen fails because a null user ID was entered.
System Action: The requested operation fails.
User Response: Enter a valid user ID and retry.

CH198 **SAVE SCREEN FAILED RETURN CODE=***rc*
Explanation: An attempt to save a viewed screen failed with the specified return code.
System Action: The requested operation fails.
User Response: See the *Dialog Language Reference Manual* for PSMEXP return codes.

CH199 **CONFIRM FORCE OF USER** *user* **ON** *system*
Explanation: A request has been made to FORCE a user who is currently active on a remote system.
System Action: The system waits for response.
User Response: Reply Y to proceed with FORCE.

CH200 **CONFIRM CANCEL OF SESSION** *sid* **FOR** *user* **ON** *system*
Explanation: The system requires confirmation to cancel a user session on a remote system.
System Action: The system waits for confirmation to process requested command.
User Response: Reply Y or N.

CH201 **CONFIRM CANCEL OF USER** *user* **ON** *system*
Explanation: The system requires confirmation to cancel a user on a remote system.
System Action: The system waits for confirmation to process requested command.
User Response: Reply Y or N.

CH202   *sid* **CANCEL COMPLETE FOR** *user*
Explanation: The system successfully cancelled the specified user's session.
System Action: None. This message is informational.
User Response: None.

CH203   **IPC QUEUE ERROR, DIALOG=***dlg* **PLEASE RETRY.**
Explanation: IPC Queue error detected in particular dialog.
System Action: The process fails.
User Response: Review the TLVLOG for the associated IPC error; stop and restart the associated process if necesary.

CH204   **COMMAND TIMED OUT**
Explanation: A response from the cross-system operator has not been received within the 10 second limit.
System Action: Command processing terminates for the command entered.
User Response: Check the TLVLOG for associated error messages

CH206   **VPOOL** *pool* **ADDED**
Explanation: The pool has been successfully defined to the Monitor, and will be checked for exceptions at the specified refresh interval.
System Action: The pool is added to the Monitor threshold table.
User Response: None.

CH207   **RESOURCE** *resource* **UPDATED**
Explanation: The monitor resource has been updated.
System Action: The new information is saved in the Monitor threshold table.
User Response: None.

CH208   **Update completed**
Explanation: The monitor resource has been updated.
System Action: The new information is saved in the Monitor threshold table.
User Response: None.

CH209   **HELPDESK SERVER TASK INITIALIZING**
Explanation: The HelpDesk server task is initializing.
System Action: None. This message is informational.
User Response: None.

CH210   **HELPDESK MONITOR TASK INITIALIZING**
Explanation: The HelpDesk monitor task is initializing.
System Action: None. This message is informational.
User Response: None.

CH211   **USERID AND PASSWORD REQUIRED**
Explanation: An attempt to log onto the HelpDesk facility failed because a user ID and password were not specified.
System Action: HelpDesk logon fails.
User Response: Provide a user ID and password and retry.

CH212　　**COMMAND SERVER IS NOT AVAILABLE**
Explanation: Unable to complete a HelpDesk operation because the user server task is down.
System Action: None.
User Response: Restart the user server task using the Administration pull-down menu available from the action bar.

CH213　　**NO PRINTER SPECIFIED**
Explanation: An attempt to print a screen failed because no printer name was specified.
System Action: The requested operation fails.
User Response: Specify a valid printer name and retry.

CH214　　**NO MORE SAVED SCREENS**
Explanation: An attempt to print a saved screen failed because there were no more saved screens to print.
System Action: None.
User Response: None.

CH215　　**X-SYSTEM SERVER FOR** *system* **NOT AVAILABLE**
Explanation: A command entered via the cross-system operator console and intended for the remote HelpDesk has failed because the cross system server is not active.
System Action: The command fails.
User Response: Check the TLVLOG for corresponding error messages. Correct the problem and try restarting the remote link.

CH216　　**SCREEN PRINT FAILED PSMPRINT RETURN CODE=***rc*
Explanation: The system encountered an error when attempting to print a screen.
System Action: The screen does not print.
User Response: See the *Dialog Language Reference Manual* for PSMPRINT return codes. Correct the problem and retry.

CH219　　**USER** *user* **NOT AUTHORIZED TO USE HELPDESK**
Explanation: A user has selected the HelpDesk session, but is not authorized to use it.
System Action: Access is denied.
User Response: None.

CH220　　**HELPDESK AUTHORITY TABLE READ FAILED, ACCESS DENIED**
Explanation: A user has selected the HelpDesk session, but a table error has occurred.
System Action: Access fails.
User Response: Review the TLVLOG for corresponding error messages.

CH221   **NO RESPONSE FROM USER** *user*
Explanation: An attempt to view a screen or session failed because the recipient did not respond to the request.
System Action: The request fails.
User Response: Verify that the user is available and retry.

CH222   **PERMISION TO VIEW** *sid* **DENIED BY** *user*
Explanation: An attempt to view a user's session failed because the user denied the request.
System Action: The request is denied.
User Response: None.

CH223   **PERMISSION TO VIEW SCREEN DENIED BY** *user*
Explanation: An attempt to view a user's physical screen failed because the user denied the request.
System Action: The request is denied.
User Response: None.

CH224   **NO SAVED SCREENS**
Explanation: A user selected View Saved Screens from the Goto pull-down menu, but there are no screens previously saved.
System Action: The request fails.
User Response: None.

CH225   **TABLE CLEANUP COMPLETE** *count* **USER(S) DELETED**
Explanation: Clean up Local Users was selected from the Admin pull-down menu. Users that are in the HelpDesk user table but that are no longer being logged are deleted from the table. The number of users deleted from the user table is represented by *count*.
System Action: The user table is refreshed.
User Response: None.

CH226   **COMMAND SERVER FOR SYSTEM** *system.* **NOT AVAILABLE**
Explanation: A request to process a command on the remote system failed because the command server was inactive.
System Action: The command fails.
User Response: Restart the command server and retry.

CH227   **OPERATOR LOGON FAILED RETURN CODE=***rc*
Explanation: The LOGON attempt to the OPERATOR function failed with the specified return code.
System Action: The user server fails.
User Response: Review CT/Engine PTF QLV1290 for information regarding the OPERATOR function.

CH228   **VSSPEEK ERROR - RETURN CODE** = *rc*
Explanation: An attempt to view a session failed with the specified return code.
System Action: The view fails.
User Response: Review the *Dialog Language Reference Manual* for information about VSSPEEK. Also, see PTF QLU1032 for more information on the VSSPEEK command.

CH229   **MESSAGE SEND TIMED OUT**
Explanation: A message was sent to a remote user but no response was received within the 20 second time limit.
System Action: None.
User Response: Retry. If failure recurs, check the TLVLOG of the remote system for corresponding error messages.

CH230   **LOGGING TASK INITIALIZING**
Explanation: The HelpDesk logging task is being started.
User Response: None.
System Action: The logging task initializes.

CH231   **EXIT HELPDESK?**
Explanation: The user has entered PF3 to exit the HelpDesk.
System Action: The system waits for a confirmation.
User Response: Reply Y or N.

CH232   **DELETE** *user* **FROM HELPDESK TABLE?**
Explanation: The user entered the D (Delete) action next to a userid in the HelpDesk user table.
System Action: The systems waits for a confirmation.
User Response: Reply Y or N.