



# BEA WebLogic Java Adapter for Mainframe™

## Troubleshooting Guide

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BEA WebLogic Java Adapter for Mainframe Troubleshooting Guide

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# 1 BEA WebLogic Java Adapter for Mainframe Frequently Asked Questions

This document includes answers to Frequently Asked Questions (FAQ) for WebLogic JAM. For your convenience, the FAQs covered in this document are grouped into the following categories:

- [WebLogic Administration Console](#)
- [Gateway](#)
- [CRM](#)
- [WebLogic Log File](#)

## WebLogic Administration Console



The Java Adapter for Mainframe category does not appear in the left pane of the WebLogic Administration Console. Why?

**A** The most probable cause is that the `jam.jar` and `jam.ear` files have not been deployed correctly. To correct this:

1. Verify that `jam.jar` is in the WebLogic Server `CLASSPATH`.
2. Verify that `jam.ear` has been deployed correctly for this domain

## Gateway

**Q** How do I start/stop the Gateway?

**A** You use the WebLogic Administration Console to start and stop a Gateway. For instructions, refer to Starting and Stopping a Gateway in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** How do I view Gateway statistics?

**A** You use the WebLogic Administration Console to view Gateway statistics. For instructions, refer to Monitoring a Gateway in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** How do I enable Gateway tracing?

**A** You use the WebLogic Administration Console to set the Gateway tracing levels. For instructions, refer to Modifying Trace Level Settings in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** The Gateway does not start. Why?

**A** Check the following:

1. Verify that WebLogic Server is running.

2. Verify that the `jam.jar` is in the WebLogic Server startup `CLASSPATH`.
3. Verify that the WebLogic JAM `startup` class has been created and deployed.
4. Examine the WebLogic Server log file on the server hosting the Gateway for further information.

**Q** Why does the message "ERROR: Domain Name `<domain_name>` of connecting Gateway `<Gateway_name>` inconsistent with `<text>`" appear in the WebLogic log or the CRM standard error file?

**A** The most probable cause is that Gateways from different administrative domains have attempted to connect to the same CRM. Verify that only Gateways from a single administrative domain are connecting to any CRM.

## CRM

**Q** How do I start the CRM?

**A** You can only start the CRM from the platform on which you installed the CRM. For instructions, refer to Starting the CRM in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** How do I stop the CRM?

**A** You must stop the CRM from the platform on which you installed the CRM. For instructions, refer to Stopping the CRM in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** How do I start/stop a CRM link?

# 1 BEA WebLogic Java Adapter for Mainframe Frequently Asked Questions

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**A** You use the WebLogic Administration Console to start and stop CRM links. For instructions, refer to Starting and Stopping CRM Links in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** How do I view CRM Link statistics?

**A** You use the WebLogic Administration Console to view the statistics for a CRM link. For instructions, refer to Monitoring CRM Links in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** How do I enable CRM tracing?

**A** You use the WebLogic Administration Console to set trace levels for the CRM. For instructions, refer to Modifying CRM Trace Level Settings in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** How do I view the CRM transaction logs?

**A** You use the `CRMLOGS` command to view the CRM transaction logs. For instructions, refer to Viewing CRM Log Files in the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*.

**Q** I cannot activate a CRM link. Why?

**A** The most probable cause is incorrect values for the Maximum Session and Minimum Winner Session fields. The total of the Minimum Winner Session values on each peer of the connection must be less than or equal to the Maximum Session value.

**Q** Why does the message "ERROR: CRM Logical Unit *<logical\_unit>* is probably inactive or unconfigured" appear in the WebLogic log or CRM standard error file?

**A** The most probable cause is that the CRM logical unit is not active. To correct this:

1. Verify that the CRM logical unit name is correct.

2. Verify that the CRM logical unit has been activated in VTAM.

**Q** Why does the message "ERROR: CRM Logical Unit *<logical\_unit>* is already in use" appear in the WebLogic log or CRM standard error file?

**A** The most probable cause is that the CRM logical unit is in use by another application. To correct this:

1. Verify that the CRM logical unit name is correct.
2. Verify that you have been assigned a unique logical unit.
3. Identify what other application is using the logical unit.

**Q** Why does the message "Socket listen failure!: EDC8115I Address already in use" appear in the CRM standard error file?

**A** The most probable cause is that the listen port designated for the CRM is already in use. To correct this:

1. Identify what other application is using the listen port.
2. Verify that you have been assigned a unique port number.
3. Restart the CRM with the correct port number.

**Q** Why does the message "WARN: Synclevl on link *<link\_name>* negotiated down to *<number>*" appear in the WebLogic log or the CRM standard error file?

**A** The most probable cause is that the specified link is not configured for transactional operations. If this is not the desired behavior, do the following:

1. Enable transactions (`SYNCLVL=SYNCPT`) for the CRM logical unit and the mainframe region's logical unit.
2. Stop and restart any logical units that were modified.

**Q** Why does the message "ERROR: CRM client message rejected -- incompatible software/protocol version (CRM API RC=*<text>*)" appear in the WebLogic log or the CRM standard error file?

**A** The most probable cause is that different versions of the WebLogic JAM Gateway and CRM are being connected. Verify that current versions of both components are in use.

**Q** Why does the message "ERROR: Domain Name <domain\_name> of connecting Gateway <Gateway\_name> inconsistent with <text>" appear in the WebLogic log or the CRM standard error file?

**A** The most probable cause is that Gateways from different administrative domains have attempted to connect to the same CRM. Verify that only Gateways from a single administrative domain are connecting to any CRM.

**Q** Why does the message "ERROR: Attempt to connect with incorrect CRM name (<CRM\_Name>) refused!" appear in the WebLogic log or the CRM standard error file?

**A** The most probable cause is that the name that was provided for the CRM at startup does not match the name provided in the WebLogic JAM configuration. To correct this:

1. Verify that each WebLogic JAM Gateway is connecting to the correct CRM.
2. Verify that the CRM is named correctly on the startup command line or JCL.
3. Verify that the CRM Name is correct in the WebLogic JAM configuration.

## WebLogic Log File

**Q** Why does the error message "JAM CRM Gateway: license has expired on <date>" appear in the WebLogic log?

**Note:** You may also see the error message "JAM CRM Gateway: License will expire within 30 days."

**A** WebLogic JAM is delivered with a short-term evaluation license. Contact your Sales Representative for a long-term product license.

**Q** Why does the message "java.net.ConnectException: Connection refused: connect" appear in the WebLogic log?

**A** The most probable cause is the Gateway was unable to connect to the CRM. To correct this:

1. Verify that the CRM has been started with the correct listen port.  
**Note:** This is not the same as the WebLogic listen address and port.
2. Verify that the CRM address and port have been entered correctly in the WebLogic JAM configuration.  
**Note:** This is not the same as the WebLogic listen address and port.
3. Verify that there is network connectivity between the Gateway and CRM machines.
4. Verify that the Administration Console shows the CRM status as "up".

**Q** Why does the message "WARN: Inbound Exchange Logs Rejected for <link\_name>" appear in the WebLogic log or the CRM standard error file?

**A** The most probable cause is that there is a discrepancy in the exchange logs. The affected links should be cold started.

**Q** Why does the message "9031 Unable to initialize link C10LINK2. Reason=AppcReturnCode::UnrecognizedModeName" appear in the WebLogic log or the CRM standard error file?

**A** The most probable cause is that the mode name specified in the console is not recognized by the back-end system. To correct this:

1. Verify that the mode name is a valid VTAM mode name for your system.
2. For IMS or batch, verify that the mode name is defined on the region logical unit.

3. For CICS, verify that the mode name is defined in the CICS RDO session definition.

## For Additional Help...

If you have any questions about using WebLogic JAM, or if you have problems installing and running WebLogic JAM, contact BEA Customer Support through BEA WebSupport at [www.bea.com](http://www.bea.com). You can also contact Customer Support by using the contact information provided on the Customer Support Card that is included in the product package.

When contacting Customer Support, be prepared to provide the following information:

- Your name, e-mail address, phone number, and fax number
- Your company name and company address
- Your machine type and authorization codes
- The versions and service pack numbers for WebLogic JAM and WebLogic Server. To obtain this information, see the "About Jam" page on the WebLogic Administration Console.
- A description of the problem and the content of pertinent error messages
- Any WebLogic logs that contain error information
- The CRM `stderr` and `stdout` files for Unix CRM, or JCL output for MVS CRM.
- You may also be asked to collect a Gateway or CRM trace statistics (refer to the *BEA WebLogic Java Adapter for Mainframe Configuration and Administration Guide*).