



ACR/Summary®
ACR/Detail®
ACR/Connector®
ACR/File®

Messages and Codes | Release 4.5



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UFI Messages—ACR/Summary or ACR/Detail VSAM Definition Database and Spool Monitor	161
UIN Messages—ACR/Summary Database Initialization	174
UMR Messages—ACR/Summary or ACR/Detail Management Report.	176
UNI Messages—ACR/Summary, ACR/Detail, and ACR/File Database Initialization.....	180
UPD Messages—ACR/Summary or ACR/Detail Database Update Utility.....	182
UPI Messages—ACR/Summary Program Interface	271
USM Messages—ACR/Summary Spool Monitor Facility	272
USY Messages—ACR/Summary or ACR/Detail Operating System and Control File	276
UTF Messages—ACR/Detail Dynamic Translation	296
UTL Messages—ACR/Summary or ACR/Detail Utilities	298
UXF Messages—ACR/Detail Dynamic Translation	326
UXP Messages—Infogix General Errors	332
UWV Messages—ACR XML Writer.....	333
UZZ Messages—UNICNTL User Exits.....	338

Chapter 3 VSAM, ACR/Connector, and ACR/Summary or ACR/Detail Codes

VSAM Error Codes	341
ACR/Connector Reason Codes.....	343
ACR/Summary or ACR/Detail Return Codes.....	345
XML Return Codes	352

Introduction

This manual explains the messages and codes produced when you use selected Infogix products and helps you resolve problems. The messages documented here include the following:

- ACR/Detail messages for z/OS, Windows, and UNIX.
- ACR/Summary messages for z/OS, Windows, and UNIX.
- ACR/Connector messages for z/OS, Windows, and UNIX.
- ACR/File messages for z/OS.

This chapter contains the following sections:

- “About This Guide” on page 5
- “Troubleshooting” on page 6
- “Locating the Messages” on page 7
- “Understanding the Message Format” on page 8
- “Contacting Customer Support” on page 13

About This Guide

Read this chapter to become acquainted with the general approach to detecting and solving problems as well as the location and format of the messages and codes. You can then look up the message and code explanations in the remainder of the manual as needed.

Organization of Information

The remaining chapters of this book contain the following information: Chapter 2, “Messages” lists the Infogix messages in alphanumeric order. Each entry consists of a Message ID and message text heading with the probable reasons and suggested actions by you, if any.

Chapter 3, “VSAM, ACR/Connector, and ACR/Summary or ACR/Detail Codes” contains documentation for the following:

- VSAM error codes
- ACR/Connector reason codes
- ACR/Summary or ACR/Detail return codes

Troubleshooting

Follow these general steps whenever you run an Infogix job:

1. Check your output for return codes and messages.
2. Always remember to check your SYSOUT for Infogix messages. Most Infogix messages begin with #U. (Exception: Messages related to the Infogix Visibility API begin with #INS.)
 - Even though your job was executed and a return code of zero was set, there may be a message with important information concerning your job.
 - Sometimes, an out-of-balance condition can be created by processing errors, such as when the system cannot access the correct input data. In these situations, you will receive out-of-balance Return Codes that may not tell the whole story.
 - Always check all the messages if you receive more than one. Often, resolving the problem that caused the first message automatically corrects subsequent ones.
3. If messages appear, refer to the explanation of the message in Chapter 2, “Messages.”
4. Read the appropriate sections of the relevant user guide for further information.
5. Contact our Customer Support staff using the information in the section “Contacting Customer Support” on page 13. If possible, call from a telephone near the terminal, so we can help you to resolve your questions on the system. Before calling, please do the following:
 - Find out from your last distribution tape, or from your help panels, the release and version of the product you are running.
 - Have all pertinent information about your job available. Depending upon the nature of the problem, you may need to send Infogix your batch cards, a list of your definitions, and/or a detailed listing of your history database. Refer to the Utilities chapters in the user guide for information on how to build batch, list definitions, and list histories.
 - Be prepared to provide the exact message(s) that you received.

Locating the Messages

There are two primary types of messages that indicate the successful or unsuccessful completion of a program within an Infogix product— Step Completion messages and Infogix messages. The following is a brief explanation of these messages and how to locate them.

Step Completion Messages

These messages appear in the JES message listing. They show a condition code, which is set by the operating system. For each job there may be more than one step completion message. Nonzero condition codes usually indicate unsuccessful completion of a job. Most Infogix programs set a condition code of 0016 or a number in the range of 4000 to 4095 to signal the unsuccessful completion of a job.

Step completion messages appear on your SYSOUT as “COND CODE = nnnn” and generally can be found in several places on the SYSOUT:

- They are contained in the lines that specify the step completion code in the job summary section at the top of the SYSOUT. The step name and procedure step name that generated the return code are also found in these lines.
- Condition codes are also included in the lines that head the step execution status.
- A list of condition codes along with explanations relevant to Infogix products is included in Chapter 3, “VSAM, ACR/Connector, and ACR/Summary or ACR/Detail Codes.”

Important: A zero condition code does not necessarily indicate successful job completion. There may be messages with important information concerning your jobs. Most Infogix messages begin with #U. (Exception: Messages related to the Infogix Visibility API begin with #INS.) So you should always scan for the #U string on your SYSOUT when you run Infogix jobs.

System Messages

These messages are generated by the programs within the products. They generally appear at the end of the SYSOUT.

Understanding the Message Format

For example, validation (UPD) messages are generated by the UNIUPDT program (which updates your Definition Database from batch cards), and printed in the Validation Messages column of the database (UNIDF) Update Report. You can determine the transaction in error by finding the transaction line above the message on the Update Report.

Be careful not to confuse step completion codes with user-defined return codes. User-defined return codes are displayed on the any ACR/Summary report, but can also be sent to the SYSOUT by setting the z/OS step completion code equal to the Infogix return code on the Job Run option Panel or within the rule. You can also set the completion code to be the user defined return code, and the job will finish with the highest return code.

User-defined return codes are return codes set by the user to indicate an out-of-balance condition.

Note: When defining user-defined return codes, you need to be aware of the following:

- Codes 1000 through 1999 are reserved for IBM messages.
 - ACR/Summary or ACR/Detail return codes use the range 4000 through 4999.
 - ACR/Connector return codes use the range 3000 through 3999.
-

For your convenience, the most commonly occurring VSAM error codes are listed in Chapter 3, “VSAM, ACR/Connector, and ACR/Summary or ACR/Detail Codes.”

Understanding the Message Format

Various programs within Infogix products generate messages. Each message is made up of following parts: Message Code, Message Number, Message Type, and Message Text.

Message Code

Most Infogix messages begin with #U followed by a two character string. (Exception: Messages related to the Infogix Visibility API begin with #INS.)

The two-character string indicates the error category, as follows:

String	Error Category
AN	ACR/Summary—History Analysis
AR	ACR/Summary—Archive Database Utility
BS	ACR/Summary—General Job & File Definition and Database Processing
CP	ACR/Summary—Auto Rerun Parm Options in JCL
DA	ACR/Summary or ACR/Detail JCL
DB	ACR/Summary—DB2 Error
DC	ACR/File—Job & File Definition and File Control
DD	ACR/Summary or ACR/Detail—Dataset Organization
DE	ACR/Summary or ACR/Detail Definition Database information
DG	ACR/File—User Exit
DP	ACR/Detail—Extraction Program Interface
DS	ACR/Summary and ACR/Detail—General Job & File Definition and Database Processing
DX	ACR/Detail—DB2 and Report
FI	ACR/Summary or ACR/Detail—VSAM Definition Database and Spool Monitor
IN	ACR/Summary—Database Initialization
MR	ACR/Summary or ACR/Detail - Management Report Utility
NI	ACR/Summary or ACR/Detail & ACR/File—Database Initialization
PD	ACR/Summary or ACR/Detail—Database Update Utility
PI	ACR/Summary—Program Interface
SM	ACR/Summary—Spool Monitor Facility
SY	ACR/Summary or ACR/Detail—Operating System and Control File
TF	ACR/Detail—Dynamic Translation
TL	ACR/Summary or ACR/Detail—Utilities
WV	ACR/Summary or ACR/Detail—Control Report or User Report generation in XML format using the XML writer.

1 ■ Introduction

Understanding the Message Format

String	Error Category
XF	ACR/Summary or ACR/Detail—External Translation Table
XP	ACR/Connector—General.
ZZ	ACR/Summary or ACR/Detail—UNICNTL User Exit

Message Number

The message number uniquely identifies a specific message.

Message Type

The message type is a letter. Following is a list of the message types:

I (Informational). These messages usually confirm the completion of a task (e.g., nnn records were added or purged).

W (Warning). These messages let you know that a problem may have occurred, or may soon occur, but processing was not terminated. Corrective action may be required.

E (Error). These messages tell you that error conditions were detected and the job was terminated. Corrective action must be taken to complete your job.

A (Action). These messages are written to the console. They request operator intervention in order to complete your job.

C (Corrected). These messages let you know that a problem has occurred, but the error has been automatically corrected.

S (Sub Message). These messages reference another message.

Message Text

The message text describes the error and may contain one or more message variables.

Message Variables

Some messages contain elements that vary with each message. These are the message variables. The following table lists the most common message variable abbreviations and their meanings. If you are unfamiliar with these terms, please refer to the appropriate user guide. The message variables are shown in *italics* within various message titles as listed in Chapter 2, “Messages.”

Example

```
#UBS041E NO HISTORY IN INFOGIX DATABASE FOR RERUN CYCLE #
          CYCLE-ID FOR JOB-ID
```

List of Variables

Variable	Definition
adf	A Definition Database
cnum	Cycle Number
cpu-id	CPU Model Number/Serial Number
cycle-id	Cycle Number/Run Number
cyc#	Cycle Number
ddname	DDNAME
ddq	DDNAME Qualifier
dsname	DSNAME
efv	Extracted Field Value
ext#	History Item (External Item)
file-id	DDNAME / Qualifier
hcddname	Hard Copy DDNAME
int#	Internal Item
job-id	Jobname / Stepname / Qualifier
joblvl	Job Level
jobname	Job Name
jsq	Job-Step Qualifier
nnn	Any specified number (e.g., number of errors encountered)
npr	Number of processed records
nsr	Number of selected records
p-function	Type of POWER function being attempted
pr-mode	Process Mode
prog-label	Program Label at which function was being performed
queue name	Queue name identifier
rec#	Record ID Number

1 ■ Introduction

Understanding the Message Format

Variable	Definition
ref#	Infogix reference numbers that accompany some messages
rel-cyc#	Relative Cycle Number
rule#	Balancing Rule Number
run#	Run Number
ss	Spreadsheet
steplvl	Step Level
stepname	Step Name
tablename	Table Name
vcyc-job-id	Variable Cycle Reference Job ID
vsam-ec	VSAM Error Code
yymmdd	Gregorian date
yyddd	Julian date
xxxxxxx	Character string

Sample Entry

Following is a typical entry found in this manual. The message code, message number, and message type (ID) are combined and set off in the left margin. The message text is written in all capital letters. Message text in italics represents information from the job that you are running. The text below the message text helps you understand and correct the problem.

Example

#UBS041E NO HISTORY IN INFOGIX DATABASE FOR RERUN CYCLE #
CYCLE-ID FOR JOB-ID

This Job ID / Cycle ID is not in your database. The History File contains other entries for this Job ID that have later Cycle IDs than the Cycle ID specified. As a result, the balancing step was terminated. Delete the Job IDs with the later Cycle IDs by using the Delete History Utility (DELETE HIST) and then rerun any needed jobs that you deleted.

Contacting Customer Support

If you need assistance, contact Infogix Customer Support.

Support Phone: +1.630.505.1890

Support Email: support@infogix.com

Support Website: <http://support.infogix.com>

Fax Number: +1.630.505.1883

Visit our Website: www.infogix.com

1 ■ Introduction

Contacting Customer Support

Messages

This chapter lists the Infogix messages in alphanumeric order. The information provided includes the message ID and message text along with an explanation and suggested corrective actions.

INS Messages—Infogix Visibility API Errors

This section lists the errors that pertain to the Infogix Visibility API, formerly known as the Infogix Insight Gateway.

- #INS001W** INFOGIX INSIGHT GATEWAY COMMUNICATION ERROR
- An error has occurred while sending information to the Infogix Visibility API. Automated control processing continues. The control is written to the recovery file.
- Check all installation settings such as the config properties file in the installation bin directory. Check system variable settings. Ensure that the JDBC driver is in the classpath. Once an administrator has corrected the error, the recovery process can be started. Contact Customer Support as needed.
- #INS001E** INFOGIX INSIGHT GATEWAY COMMUNICATION ERROR, RECOVERY FAILED
- An error has occurred during recovery of information that was being sent to the Infogix Visibility API.
- On Windows and UNIX, recovery errors display as a Java Exception Stack Trace errors. Copy the page and give it to an administrator. Once an administrator corrects the error, rerun the recovery process. Contact Customer Support as needed.
- #INS011W** INFOGIX INSIGHT GATEWAY RECOVERY FILE OPEN ERROR, STATUS=NN CONTROL INFORMATION CANNOT BE WRITTEN
- An error has occurred while sending information to the Infogix Visibility API. Automated control processing continues. The control is written to the recovery file. Once an administrator has corrected the error, the recovery process can be started. Contact Customer Support as needed.

2 ■ Messages

INS Messages—Infogix Visibility API Errors

- #INS011E INFOGIX INSIGHT GATEWAY RECOVERY FILE OPEN ERROR, RECOVERY FAILED. STATUS=*NN*
- An error has occurred during recovery of information that was being sent to the Infogix Visibility API.
- On Windows and UNIX, recovery errors display as a Java Exception Stack Trace errors. Copy the page and give it to an administrator. Once an administrator corrects the error, rerun the recovery process. Contact Customer Support as needed.
- #INS012W INFOGIX INSIGHT GATEWAY RECOVERY FILE WRITE ERROR, STATUS=*NN* CONTROL INFORMATION CANNOT BE WRITTEN
- An error has occurred while sending information to the Infogix Visibility API. Automated control processing continues. The control is written to the recovery file. Once an administrator has corrected the error, the recovery process can be started. Contact Customer Support as needed.
- #INS013E INFOGIX INSIGHT GATEWAY RECOVERY FILE READ ERROR, RECOVERY FAILED. STATUS=*NN*
- An error has occurred during recovery of information that was being sent to the Infogix Visibility API.
- On Windows and UNIX, recovery errors display as a Java Exception Stack Trace errors. Copy the page and give it to an administrator for correction. Then rerun the recovery process. Contact Customer Support as needed.
- #INS014E INFOGIX INSIGHT GATEWAY RECOVERY FILE CLOSE ERROR, RECOVERY FAILED. STATUS=*NN*
- An error has occurred during recovery of information that was being sent to the Infogix Visibility API.
- On Windows and UNIX, recovery errors display as a Java Exception Stack Trace errors. Copy the page and give it to an administrator for correction. Then rerun the recovery process. Contact Customer Support as needed.
- #INS014W INFOGIX INSIGHT GATEWAY RECOVERY FILE CLOSE ERROR, STATUS=*NN* CONTROL INFORMATION CANNOT BE WRITTEN
- An error has occurred while sending information to the Infogix Visibility API. Automated control processing continues. The control is written to the recovery file. Once an administrator has corrected the error, the recovery process can be started. Contact Customer Support as needed.

