



Course Name: Advanced Operations

Course Code: ISOPA

Duration: 3 Days

Price: £ 1,675 plus VAT

Course Outline: This course is intended for experienced operators and support staff who wish to further their knowledge. The course covers in detail the tools available for diagnosing, analysing and resolving problems including system logs, job logs, messages, SRC's, Service Tools (SST and DST). Manage problems with jobs, saves, restores, performance etc. Manage system, disk, power failures. Manage and troubleshoot TCP/IP. Set up Virtual Tape Storage and save to Virtual Tape. FTP files and other object types. Work with the IFS in both Navigators. New 5250 features in Access Client Solutions (ACS). Working on the HMC. Design menus in SDA. Work with PDM and SEU. Create and modify CL programs.

Prerequisites: Ideally delegates will have attended the Operations course (ISOPS) or have equivalent hands on experience.

Course Content:

- Problem determination methods of approach
- Key information required when reporting problems
- In depth detail on system messages (Message ID's, severity codes, message types etc.)
- Work with the System Operator (QSYSOPR) message queue
- Work with the History log
- Work with the Problem log and detail how the Problem log works
- In depth detail on job logs (e.g. Track down, analyse, manage, generate, change logging level etc.)
- Copy screens
- Manage TCP/IP and TCP/IP servers, key TCP/IP commands and menus
- Troubleshoot TCP/IP problems
- Manage TCP/IP in System i Navigator and IBM Navigator for i

- Diagnose and manage job problems (jobs consuming high CPU%, jobs hung, jobs running slowly, looping programs, jobs not ending etc.)
- The WRKSYSACT command
- How to deal with object locks in different ways
- How to control the batch job environment
- How to change CL command defaults
- Diagnose and manage save and restore problems (objects not saved, target release, failed restores, sequence for restoring objects, safe restores, ownership of restored objects etc.)
- Dealing with damaged objects and dumping an object
- How to FTP files and other object types
- How to set up, save to and manage Virtual Tape Storage
- Detail Image Catalogues, image catalogue entries, virtual devices
- In depth look at System Service Tools (SST) and Dedicated Service Tools (DST) (Error logs, Hardware Service Manager, traces etc.)
- Create and manage service tools user id's, passwords and monitor SST usage
- Work with disk units in SST
- Dealing with and recovering from system failures
- Understanding System Reference Codes (SRC's)
- Detail the Front Control Panel/HMC functions
- Detail the disk storage components
- How to manage and recover from disk failures
- Disk status definitions. Detail the various disk configuration options
- Manage power problems
- Work with the Integrated File System (IFS) in both Navigators GUI's
- How to create, use and manage directories and objects in directories
- How to create, use and manage file shares and mapped network drives
- Manage Netserver
- Introduction to Access Client Solutions (ACS)
- New 5250 features in ACS (screen history, customisation etc.)
- Access the IFS from a 5250 session in ACS
- Access printer output from a 5250 session in ACS
- Data Transfer from the System i in ACS

- Introduction to and navigate around the HMC
- Detail the different types of HMC
- Detail HMC user ID's and task roles
- Manage servers and logical partitions from the HMC
- Detail HMC server and logical partition statuses
- Troubleshoot system problems from the HMC
- Create menus using SDA (Screen Design Aid)
- Work with PDM (Program Development Manager)
- Detail source code physical files, source code members and DB files
- Use SEU (Source Entry Utility) to display, enter, change, copy, save source code etc. Find errors in source code etc.
- Introduction to CL programming
- Detail the different types of CL programs
- Detail the structure of a CL program
- Create and modify basic CL programs
- Use variables in a CL program and pass parameters into a CL program

Follow on courses: We recommend that after a suitable period of time after attending this course (e.g. 3 to 6 months hands on experience) then delegates may want to enhance the knowledge they have gained on this course by attending the System Management and Administration course (ISADM).

Schedule:

2026

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec