

August 2010

## How to Report Problems in iSecurity Native

- 1) Provide Product, Version, Date information from the product's Option 81 screen.
- 2) Provide navigation information if applicable. Begin from product invocation (STRFW, STRAUD, STRJR). For example, STRAUD, Option 1, Option 11, etc.
- 3) If navigation is not applicable, for instance in a BATCH or scheduled job, it will nearly always be possible to run the job interactively as well. For example, for a scheduled job, do the following:
  - a) WRKJOBSCDE Name of Job. For example, WRKJOBSCDE AU@DAILY
  - b) Use Option 10=Submit immediately.
  - c) Copy the field "Command to run . . . . . > SMZ4/RUNRPTGRP  
PROD(AUDIT) RPTGRP(DAILY) ..."
  - d) Enter in the command line ... CHGJOB LOGCLPGM(\*YES) + <Enter>.
  - e) Paste the previously copied field into the command line and press <Enter>.
  - f) DSPJOBLOG OUTPUT(\*PRINT) + <Enter> .
  - g) Send the printout in standard TXT format to [support@razlee.com](mailto:support@razlee.com) .
- 4) If it is an INTERACTIVE job, send the Selection screen navigation. If the navigation leads to a selection screen such as like DSPXXLOG or RUNXXQRY, we need to see the parameters with which the function was invoked.
- 5) Send a full, detailed Joblog. In order to obtain this Joblog, the user must do the following:
  - a) Sign on to the Power i with Userid/Pswd .
  - b) On the command line type CHGJOB LOGCLPGM(\*YES) + <Enter>.
  - c) Re-create the problem. For example enter STRAUD, Option 1, etc.
  - d) Type DSPJOBLOG OUTPUT(\*PRINT) + <Enter>.
  - e) Send the printout in standard TXT format to [support@razlee.com](mailto:support@razlee.com) .