

M. STATE INTERFACE ERRORS AND RESOLUTIONS

This appendix provides two lists of errors that may appear on the State Interface Report. Chart M-1 displays network errors that may require the involvement of State network engineers for resolution. Chart M-2 displays data set errors that may require the involvement of State data set administrators for resolution.

M.1 Network Errors

Chart M-1 identifies the type of network error and the cause of the error. It also identifies actions to take to resolve the error.

CHART M-1: NETWORK INTERFACE ERRORS AND RESOLUTIONS	
Error Type: Cause of Error	Actions for Error Resolution
CONNECT_ERROR: CONNECTION REFUSED/NO TRANSFERS MADE	Analyze the network connection if the problem continues.
CONNECT_ERROR: CONNECTION RESET/PARTIAL TRANSFER	Empty the data set so incomplete records do not create a processing error and resend the data.
CONNECT_ERROR: CONNECTION TIMED OUT /NO TRANSFERS MADE	Analyze the network connection if the problem continues.
CONNECT_ERROR: NO FTP SERVICE AVAILABLE/NO TRANSFERS MADE	Analyze the network connection if the problem continues.
CONNECT_ERROR: UNABLE TO CONNECT TO REMOTE SERVER	Analyze the network connection if the problem continues.
LOGIN_ERROR: 01C RACINIT CODE (ID/PW=csetnet_login_id/xxxxxxx)	Research why the userid or password is invalid. Make changes as needed.
LOGIN_ERROR: ID "csetnet_login_id" WAS ALREADY IN USE	If requested, change the State's automated Interface execution time.
LOGIN_ERROR: ID "csetnet_login_id", PW "xxxxxxx" REJECTED	Research why the userid or password is invalid. Make changes as needed.
LOGIN_ERROR: ID "csetnet_login_id"'S ACCESS HAS BEEN REVOKED	Change the userid or reinstate the old one.
LOGIN_ERROR: PW "xxxxxxx" DENIED FOR ID "csetnet_login_id"	Change the password or reinstate the old one.
LOGIN_ERROR: PW "xxxxxxx" EXPIRED FOR ID "csetnet_login_id"	Change the password or reinstate the old one.
LOGIN_ERROR: PW "xxxxxxx" INVALID FOR ID "csetnet_login_id"	Change the password or reinstate the old one.
LOGIN_ERROR: UNKNOWN-> CHECK LOGFILE	Research why the userid or password is invalid. Make changes as needed.
PING_ERROR: 5 PINGS to State IP ###.###.###.### FAILED!	Analyze the network connection if the problem continues. Verify that a connection to the State server is possible from the CSENet router.

M.2 Data Set Errors

When a data set error message appears on the State Interface Report, it begins with the name of the data set, which is followed by the cause of the error. The syntax for the error message contains two variables: the name of the data set and the cause of the error, as shown below.

"DATA_SET"_DS=> ERROR="CAUSE OF ERROR".

Chart M-2 contains a list of error causes and actions to take to resolve the error. Because there are numerous data sets, and many potential combinations of data set names and error causes, only the error causes are listed.

Example: If there were an allocation error in the Interface Report data set, the actual error message could read: INTERFACE_REPORT_DS=> ERROR=ALLOCATION OF DATASET FAILED. To identify what should be done to rectify the error, a user would refer to Chart M-2, look up the cause of error, and review the suggested actions for error resolution.

CHART M-2: DATA SET INTERFACE ERRORS AND RESOLUTIONS	
Cause of Error	Actions for Error Resolution
ALLOCATION OF DATASET FAILED	Allocate the data set and/or grant privileges to the Interface userid to read and/or write to the data set.
CONNECTION RESET/PARTIAL TRANSFER	Empty the data set so no incomplete records create a State processing error.
DATA CONNECTION ABORTED	Analyze the network connection if the problem continues.
DATASET ALLOCATED TO ANOTHER JOB	If requested, change the State's automated Interface execution time.
DATASET IS OUT OF SPACE	Empty the data set. The data set usually needs to be allocated with more space.
DATASET TIED UP BY ANOTHER USER	If requested, change the State's automated Interface execution time.
DATA TRANSFER TIMEOUT, ABORTED	Analyze the network connection if the problem continues.
DATA TRUNCATED/RECORDS TOO LONG	Reset the data set's LRECL to the correct length (see Chart 3-1: Interface Data Set Specifications).
EMPTY_ERROR: TRXNS_FROM_STATE_DS NOT EMPTIED/INFORM STATE	Grant privileges to the Interface userid to write to the data set.
ERROR RECALLING DATASET	Reallocate the data set.
FILE IS ASSIGNED TO ANOTHER RUN	If requested, change the State's automated Interface execution time.

CHART M-2: DATA SET INTERFACE ERRORS AND RESOLUTIONS	
Cause of Error	Actions for Error Resolution
PROCESS TERMINATED AFTER HANGING	Re-execute the Interface if requested.
GDG NAME CONVERSION FAILED	Reallocate the data set with the correct parameters.
ID "csetnet_login_id" NOT AUTHORIZED	Grant privileges to the Interface userid to read and/or write to the data set.
ID "csetnet_login_id" UNABLE TO APPEND	Grant privileges to the Interface userid to write to the data set.
ID "csetnet_login_id" UNABLE TO CREATE DS	Grant privileges to the Interface userid to write to the data set.
INVALID DATASET NAME	Allocate or reallocate the data set.
INVALID DATASET PARAMETER	Reallocate the data set with the correct parameters.
NON-DASD DATASET UNPROCESSABLE	Reallocate the data set with the correct parameters.
NOT REPLACED, DSORG DIFFERENT	Reallocate the data set with the correct parameters.
STATE COULDN'T OPEN CONNECTION	Analyze the network connection if the problem continues.
STATE ERROR (-1) CLOSING DATASET	Research the meaning of this error. Make any changes needed.
STATE ERROR (-2) CLOSING DATASET	Research the meaning of this error. Make any changes needed.
STATE SERVER CLOSED THE CONNECTION	Analyze the network connection if the problem continues.
THE DATASET DOES NOT EXIST	Allocate the data set and/or grant privileges to the Interface userid to read and/or write to the data set.
TRANSFER ABORTED BY FILE ERROR	Research the meaning of this error. Make any changes needed.
TRANSFER ABORTED BY RECEIVE ERROR	Research the meaning of this error. Make any changes needed.
UNABLE TO CONNECT TO SERVER	Analyze the network connection if the problem continues.
UNAVAILABLE (E.G. FILE BUSY)	If requested, change the State's automated Interface execution time.
UNEXPECTED STATUS/INACCESSIBLE	If requested, change the State's automated Interface execution time.
UNKNOWN->SEE THE INTERFACE LOG	Find the error in the Log. Make changes needed.