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Re: Release: 1310
Reference Release: 1304
Service Request: EFIX
Error Reports: 1704, 1705
Programs: PPIIVR
CICS Programs: D21H04E
Copymembers: None
Include Members: None
DDL Members: None
Bind Members: None
CICS Maps: None
Forms: None
Table Updates: None
Urgency: Urgent (See Timing of Installation)

Error Report 1704
D21H04E is a user exit program used in online Help to perform table lookups. Release 1304 modified D21H04E to replace direct SQL with a call to PPTCTUTL to build a list of Title Codes and descriptions for online Help.

Error Report 1704 reported a problem which caused D21H04E to abend the first time a Title Code lookup was performed in a CICS region. Table lookup code in D21H04E is driven by SQL codes, e.g. stopping when a +100 code indicates the end of a table. This code does not work with the returned information from the called utility program PPTCTUTL.

Subsequent Title Code lookups while the CICS region was up worked by reading the Temporary Storage Queue (TSQ) successfully created in the first execution.

Error Report 1705
PPIIVR produces history and update files from the EDB for the IVR system. It calls PPTCTUTL to obtain the Personnel Program Code for an employee's Primary Title. Release 1304 modified PPIIVR to replace direct SQL with a call to PPTCTUTL to obtain a Personnel Program Code.

Error Report 1705 reported a problem with this Title Code lookup process. When the Primary Title was blank, PPIIVR stopped with error message IV-028 SEE-SYSTEMS ERROR RETURNED FROM PPTCTUTL.

Programs

PPIIVR
PPIIVR has been modified to check further information returned by PPTCTUTL in External PPTCTUTL-INTERFACE (defined by copymember CPLNKTCL). In addition to a normal return from PPTCTUTL (XTCL-STATUS-NORMAL-END), PPIIVR now also checks for a blank title code by checking for 88 values XTCL-STATUS-ERROR-EVENT and XTCL-CHOSEN-TITLE-EMPTY.

CICS Programs

D21H04E
D21H04E has been modified to use information returned by PPTCTUTL in External PPTCTUTL-INTERFACE (defined by copymember CPLNKTCL) to control the Title Code lookup process.

Test Plan

This release was tested at UCOP by performing before and after tests.

1. Using the Release 1304 version of D21H04E, logon to online EDB Entry/Update using function EAPP with any Employee ID. Place the cursor on the Title label or field and press PF1 (or the local Help hot key, if different) to obtain online Help. The EDB2006 Title Code-EDB help panel will appear. Follow the instructions to place the cursor on the ? and press F1 to see codes and descriptions. Help will abend with code H04E.
2. Repeat step 1. The second request will return a proper list of Title Codes because it accesses the TSQ created in the first attempt.
3. Install this release version of D21H04E and restart the CICS region (or delete the TSQ). Repeat step 1. This time the first attempt will successfully return a list of Title Codes.

1. Create an employee on the EDB with a blank Primary Title Code. Run the Release 1304 version of PPIIVR. It will stop with error message IV-028 SEE-SYSTEMS ERROR RETURNED FROM PPTCTUTL.
2. Install this release version of PPIIVR and repeat step 1. PPIIVR will run to successful end-of-job. Field IVREMP-PERSONNEL-PROG will be blank for the test case.

Installation Instructions

1. DB2 pre-compile, compile and link Batch program PPIIVR.
2. DB2 pre-compile, compile and link CICS program D21H04E.
3. Bind the plans for PPIIVR and D21H04E (note that D21H04E has a plan rather than package).

Timing of Installation

The installation of this release is Urgent for those campuses which have blank Primary Title Codes on their EDB. If Release 1304 has not yet been installed locally, install this release together with 1304.

As usual, campuses are encouraged to install this release in as timely a fashion as possible and in the normal numeric sequence.

If there are any questions, please send electronic mail to Phil.Thompson@ucop.edu, or call at (510) 987-0468.

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