Faysal Aziz

Abend-AID Foundations

Effective Mainframe Failure Resolution - 2 days

FA-0508 · 2 days

Mainframe & Enterprise Systems

Introduction

Abend-AID has remained one of the most trusted tools for mainframe teams who need to understand failures quickly and precisely. Modern systems may be complex, but the fundamentals of disciplined fault-analysis have not changed, and Abend-AID continues to give developers the clarity they need when a job, transaction, or subsystem goes off-track.

This course brings together practical field knowledge, long-standing diagnostic techniques, and the latest capabilities of the tool, offering a grounded path for anyone who wants to strengthen their debugging workflow. With instruction shaped by more than three decades of real industry experience, participants move beyond theory and learn how Abend-AID is actually used to resolve production issues with confidence.

Learning outcomes

By the end of this training, participants will be able to:

- Navigate Abend-AID reports (batch, CICS, Db2) and interpret key sections.
- Use Abend-AID to identify root causes of application/system abends including S0C/SOC codes.
- Perform fault-analysis for COBOL/CICS/IMS/Db2 environments using Abend-AID.
- Integrate Abend-AID into their troubleshooting workflow to reduce mean-time-to-repair (MTTR).
- Apply best practices for configuring and using Abend-AID (viewer access, hot-keys, filters) in their mainframe operations.

Prerequisites

- Basic understanding of mainframe terminology: z/OS, TSO/ISPF, JES, CICS, Db2.
- Familiarity with COBOL (or other mainframe languages) and typical abend codes (e.g., S0C7, S0C4).
- Access to or interest in access to a mainframe / test environment (or simulation) where Abend-AID is installed.
- Comfortable working in remote environments (since many organisations now use remote/test setups) — your Linux/SSH/VS Code workflow fits well.

Training outline

1. Introduction to Abend-AID

1. Purpose and value of Abend-AID in mainframe operations
2. Overview of Abend-AID capabilities and integration (batch, CICS, IMS, Db2)
3. Architecture: dump capture, report generation, viewer access

2. Navigating Abend-AID Reports

1. Logging on: ISPF/PDF, Web-Browser interface, CICS interface
2. Fault Summary screen, directory entries, selecting dumps
3. Report structure: Diagnostic Summary, Program Information, File-Request Summary, etc

3. Batch Abends: Fundamentals

1. Typical abend codes (S0C7, S0C4, S013, etc) and how Abend-AID presents them
2. Example: running a COBOL job that fails, capturing the dump, viewing with Abend-AID
3. Identifying root cause via code, working storage, data content

4. CICS Abends

1. Understanding CICS dump conditions, panels, transactions
2. Using the Abend-AID CICS module to analyse SOC4, etc
3. Navigating maps, tables, multi-region issues

5. Db2 / IMS / File & Storage Related Failures

1. Using Abend-AID sections for Db2 diagnostics (locks, SQL issues)
2. Storage/control-block issues; interplay with system/operational abends

6. Hands-On Lab: End-to-End Fault Resolution

1. Configure sample job that will abend (simulate)
2. Use Abend-AID to locate the fault, interpret the data, propose fix
3. Repeat for a CICS scenario

7. Best Practices & Workflow Integration

1. Using hot-key commands for quick access
2. Filters, saved views, user profiles, automation of alerts/integration (e.g., Slack/JIRA)
3. How to integrate into your team’s operations: ticketing, root-cause tracking, trend analysis

8. Advanced Topics (Overview)

1. Customising reports, advanced filtering and batch vs real-time capture
2. Trends: using Abend-AID for proactive diagnostics and failure-trend analysis

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