

GetShopz Problem Determination

Slow Start of Transfer

In some cases, it may take a while (like half a minute) before transfer will show any progress. This appears to be caused by contention on the download site or a delay due to moving data to a staging area.

Refused Token

With token-based authentication, the token can really be used only once. When you close the browser tab to connect to the GetShopz web server again, you also need to restart GETSHOPZ and get a new token.

Expired Downloads

Direct to host may terminate with the status “403 Forbidden” when the download URLs have expired. Select the [Download] link on Shopz again and capture the new URLs from the download page.

HTTP/1.1 403 Forbidden - Access denied

Though the order remains available for download on Shopz for several weeks, the actual links for download expire after a day or so.

TCP/IP Back-level

Direct-to-host transfer may fail when VM TCP/IP support is back-level and does not include the full set of SSL Socket IOCTL functions shipped with an SPE on z/VM 7.1 and included in z/VM 7.2 GA.

```
FPLTCQ1015E ERRNO 1001: EIBMBADPARM
```

```
FPLMSG004I ... Issued from stage 11 of pipeline 1 name "GSZTRANS.REXX:59"
```

```
FPLMSG001I ... Running "tcpclient deliverycb-bld.dhe.ibm.com 443 TCPIP TCP"
```

The message shows for each of the parallel threads the browser opened. The detailed explanation is with the tcpclient stage of CMS Pipelines.