



**WILLIAM**  
DATA SYSTEMS

## ZEN SOLUTIONS

ZEN TRACE & SOLVE is a prime component of ZEN, the William Data Systems suite of network management solutions. ZEN provides a comprehensive insight into z/OS network operations by offering targeted solutions, adapted to meet your unique business needs.

The suite consists of the ZEN Presentation Manager, a central interface that enables users to integrate and operate tools easily, and a selection of targeted solutions that provide IT performance management, network optimization, monitoring, tracing, automation, reporting and security. ZEN solutions are critical to maintaining business continuity and service levels of z/OS networks.

### Intelligent network analysis with faster problem resolution

For businesses relying on mainframe application and networks, keeping operations running is critical. It means the difference between making money and losing money, the difference between gaining customer confidence and losing customers altogether. So when systems go down, time is of the essence.

A trace provides the best source of information for isolating and resolving problems caused by z/OS network and application service interruptions. Unfortunately, Network Management teams typically run traces only as a last resort. That is because most tracing and diagnosing tools are cumbersome and time consuming; they also impose significant system overhead and are difficult to interpret, therefore requiring a staff with in-depth knowledge in this field. As networking environments become more complex, so do these issues since problem resolution may potentially involve the capture and examination of multiple traces.

In short, to minimize the disruption of business operations, expedient problem diagnosis is vital. With William Data Systems' ZEN TRACE & SOLVE, formerly known as EXIGENCE, companies can rapidly resolve problems, with ease, and ensure the highest levels of service to their customers.

### ZEN TRACE & SOLVE

ZEN TRACE & SOLVE empowers businesses, allowing them to identify network and application problems early and quickly. It enables z/OS network or application traces to be taken and analyzed simply, efficiently and without disrupting the production environment. It enables faults to be identified and corrected in the shortest time frame possible.

ZEN TRACE & SOLVE:

- Accelerates problem identification on z/OS networks and applications
- Saves time and money by reducing the impact of an outage
- Built-in Expert System frees up resource expertise
- Allows IT staff to focus on higher return activities
- Simplifies network and application problem diagnosis
- Supports tracing across the Sysplex
- Provides a consistent approach for reviewing all trace types
- Does not require a high-level of tracing expertise to diagnose and solve issues
- Offers a user-friendly Graphical User Interface (GUI)
- Minimizes the use of resources: ZEN TRACE & SOLVE has a small foot-print
- Turns a network trace from a utility of last resort into a first-level diagnostic tool
- Includes exceptional customer support
- Developed by William Data Systems, experts in IBM z/OS network management solutions

## ZEN TRACE & SOLVE – FEATURES

ZTS provides an easy, fast, accurate and secure method of locating and resolving problems in both SNA and IP network traffic. Here are just some of the component highlights:

- A simple menu-driven system for on-line trace definition, management and control
- Simultaneous capture of multiple IP (v4 and v6) and SNA traces across multiple systems
- Ability to browse a trace during capture
- Trace import and export for CTRACE, libpcap, OSAENTA as well as ZTS traces
- PC Client and 3270 interfaces provide easy access for browsing captured traces
- Easily navigable displays provide both high and low-level trace data views
- Automatic annotation of data flows using simple terminology and explanations
- Color highlighting of trace entries likely to have caused a problem
- Explanations for IP, VTAM and/or 3270 terms, VTAM messages, SNA sense codes, RPL codes and SNA node or session status codes
- Powerful filtering during trace capture for:
  - IP Versions: IPv4 and/or IPv6
  - Applications: Telnet, FTP, Enterprise Extender, WWW
  - Protocols: UDP, ICMP, TCP, or a numbered protocol
  - Port numbers, and/or IP addresses, and/or Link Names
  - LU to LU, and/or LU to Application, and/or LU to/from the SSCP
- Special additional formatting and translation support for:
  - TN3270 exchanges
  - Enterprise Extender
  - OSPF
  - GRE and GRE/CASA
  - DLUR/DLUS
- Recognition of IPsec traffic and IPsec authentication header structure breakdown
- Special support to 'look inside' encapsulated traces such as EE, GRE, DLUR/DLUS
- Reduce captured trace records using Wrap Mode – essential when tracing intermittent problems
- Simple and Advanced search capabilities provide quick location of all types of data
- Trace printing
- Supports capture or import, display and interpretation of the following trace types:
  - IP Packet
  - VTAM buffer
  - VTAM Extended (XDT) – traces cross-domain traffic
  - VTAM Internal Trace (VIT)
  - IBM's GTF
  - VTAM Internal

## SUPPORT

As confirmed through an independent survey of William Data Systems customers, we have built an exceptional reputation for outstanding customer support. We provide comprehensive, effective and highly responsive support for WDS products at all stages of their lifecycle.

In addition, a wide range of Professional Services and training programs are available dependent on user demand. These can be held at WDS offices, customer sites or managed remotely via web conferencing.



Maximize Application and Network Availability

Diagnose and Fix Issues Faster



William Data Systems (WDS) is a pioneer of specialized z/OS network management solutions. Established in 1993, we provide innovative solutions to run mainframe networks efficiently and securely. ZEN, the WDS network management suite, offers a selection of user-friendly and cost-effective solutions to meet your unique needs. To overcome both business and technology challenges, WDS provides customers with licensing and pricing terms that are as flexible as our solutions.

WDS supports customers worldwide in sectors such as finance, banking and manufacturing, and our client list includes Fortune 100 companies and government agencies. WDS is an IBM Business Partner and a member of the IBM PartnerWorld for Developers program. We are committed to the global z/OS networking market and to leading the way with innovative solutions through the latest advances.

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To learn more about  
WDS ZEN solutions,  
for support or to contact  
our offices, visit  
[www.willdata.com](http://www.willdata.com)

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