HOW TO RESPOND QUICKLY TO RUNAWAY ABENDS

Many of us have experienced the phenomenon: New code reaches production and abends, then abends again and again. Multiple users could each be attempting the same abending transaction on their mobile phones over and over, or automated processes could be reattempting after each failure. These scenarios could create a runaway abend situation that negatively impacts performance and availability. A bug in one application could have effects that spread throughout your system, causing headaches for engineers and negative experiences for your customers. So, how can you shave minutes off of your response time and limit the impact?

BMC AMI DevX Abend-AID recently introduced a new option to help improve webhook notifications. Abend-AID will keep a running count of repeatedly occurring identical abends, allowing you to set thresholds—100, 1000, or maybe even just 10 times, and notifying you once this threshold has been reached so you can respond.

So, with runaway notifications solved, what can be done to resolve the underlying issue? This is where BMC AMI Ops Automation comes in. BMC AMI Ops Automation can be configured to react to abend notifications, triggering an event and driving an automation rule to take an in-context action based on the information provided in the notification.

Some examples of these automated actions include:

- Canceling the job
- Generating an alert
- Gathering additional diagnostic data

- Emailing developers so they can analyze the situation and provide a solution
- Opening an incident ticket
- Running an EXEC to perform custom automation

Applications running on the mainframe can be accessed by many concurrent users, and defects can spiral out of control unless you receive immediate notifications with automation ready to respond. BMC AMI DevX Abend-AID and BMC AMI Ops Automation deliver these capabilities to support you and your customers. For more information, visit our BMC Community post.