

FACT SHEET

Fault Resolution and Management

Developers spend too many hours manually trying to identify and resolve abends when they could be spending their time innovating.

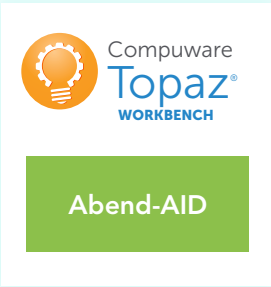
Compuware **Abend-AID®** demystifies application and production abends for application and systems programmers by automatically detecting, analyzing, and diagnosing problems across multiple environments, so issues can be addressed the first time they occur. The solution's clear and comprehensive diagnostics provide root-cause analysis and suggested next steps, so even developers with minimal experience can quickly resolve issues. Abend-AID's tight integrations with other Compuware products and third-party solutions create an intuitive workflow, giving developers everything they need to efficiently attack problems.

CAPTURES ABEND INFORMATION IN REAL TIME ACROSS MULTIPLE ENVIRONMENTS

Abend-AID uses a unique Dump Capture Address Space to reduce overhead incurred by production faults in a variety of environments. Abend-AID offers support for CICS, Db2, IMS, and MQ environments, while capturing source code, working storage, file information, as well as other useful details.

Developer Productivity with Abend-AID

Quickly Resolve, Trend, Report on, and Manage Application Abends (Exceptions) to Reduce Downtime

<ul style="list-style-type: none"> ●—————● Fault Diagnostics Formatted Storage Program Call Chain Program Source Open File Information Links to File-AID Last SQL Call IMS Detail Root Cause Analysis Region Support Trend Analysis Management Reports ●—————● 	 <p>Abend-AID</p>	<ul style="list-style-type: none"> ●—————● MVS CICS IMS Db2 MQ CA IDMS ●—————●
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INTEGRATES DIRECTLY INTO A DEVELOPER'S WORKFLOW

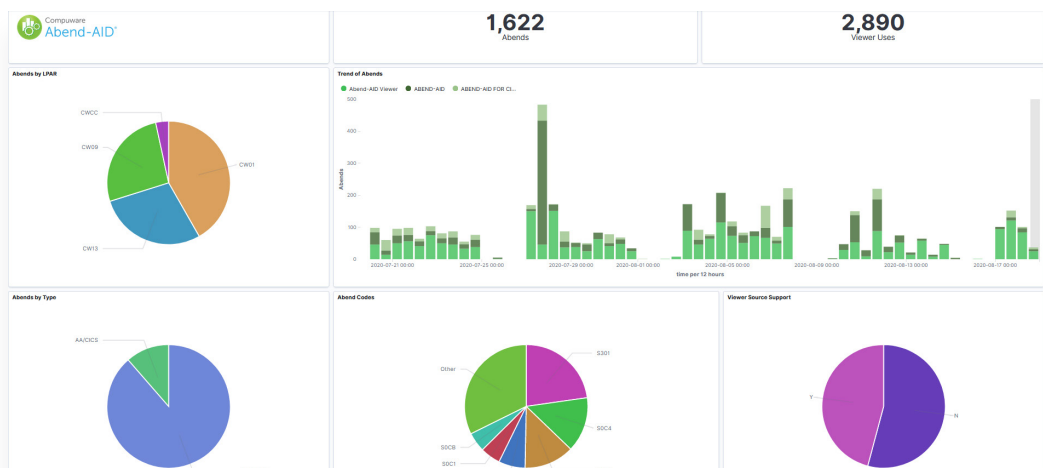
Abend-AID seamlessly integrates into a developer's workflow by working tightly with modern IDE Compuware **Topaz® Workbench**, file and data management tool **File-AID®**, and robust debugger **Xpediter®**, as well as third-party technologies like SDSF and others. With these integrations, Abend-AID becomes an embedded tool in a developer's toolbox helping developers of all skill levels speed mean time to resolution (MTTR) to minimize or prevent any negative impacts on the end-user experience.

PROVIDES UNPARALLELED INSIGHT INTO THE "OPS" OF DEVOPS

In today's data driven world you need insight into your enterprise system. Abend-AID captures data on application and production abends as well as security issues, and then leverages third-party tools to deliver and translate that data into actionable insights. For example:

- **BMC AMI Defender for z/OS®** delivers real-time mainframe messages from RACF, ACF2, Top Secret, and Db2 accesses to multiple SIEM engines including Splunk, Elastic Search, IBM QRadar, and HPE ArcSight ESM for use in discovering and addressing mainframe and non-mainframe application security issues
- Elasticsearch analyzes information on abends and other issues collected by Abend-AID
- **Precisely Ironstream** forwards critical security data to Splunk and Elasticsearch for analysis and remediation

An integration with Compuware **zAdviser** provides insights into the types and quantities of abends across all systems and environments, uncovering trends and critical areas requiring attention. zAdviser's holistic view allows teams to be proactive instead of reactive, thus creating a more reliable and stable environment.



zAdviser dashboard providing insights, including types and quantities of abends, that help teams proactively identify issues and remediate them.

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THE VALUE OF ABEND-AID

Development

- Immediately address application abends (exceptions) with confidence regardless of difficulty.
- Experience minimal disruption to daily workflow via integrations with Xpediter and File-AID.
- Reduce dependency on SMEs by giving inexperienced developers expert-level capabilities and knowledge.

Operations

- Capture the right data when production abends occur.
- Conduct analysis to determine root cause.
- Garner valuable insight into your enterprise system through integrations with multiple third-party tools.
- Minimize CPU overhead.

Learn more at compuware.com/abend-aid.

The Mainframe Software Partner for the Next 50 Years

Compuware, a BMC company, empowers the world's largest companies in their ongoing transformation to an Autonomous Digital Enterprise by delivering innovative software that enables IT professionals with mainstream skills to develop, deliver, and manage mainframe applications with ease and agility.

[Learn more at compuware.com](https://compuware.com).