Frequently Asked Questions / Troubleshooting

FAQs related to Softlight Auditor v3.3 upgrade

I downloaded the .zip file and unzipping it gives the message: "Cannot open file: it does not appear to be a valid archive. If you downloaded this file, try downloading the file again."
I did re-download and got the same results.
Instead of using WinZip, try right clicking on the files and then select "Extract All" to let Windows do the unzipping.

What was changed/enhanced in this release?
The primary change to this release (which was a maintenance release) was to add reports for use of Service Tools and changes logged for *SYSMGT (actions on the QAUDLVL system value). While both of these actions should be rare, it is good to have a report that identifies them.

In addition, the stop list for filtering reports was updated to be able to filter by security journal record type (instead of report) making it more flexible.

Will we lose our current Softlight settings when we upgrade (Deleting Lib SLAINSTALL or rerunning setup)?
Generally, on upgrades all prior settings are retained. However, if there are any issues, we can work with you with you remotely and correct any issues in a matter of a few minutes.

Error message occurred during FTP: error opening local file SLAUDIT
When you run ftp you need to be in the same directory as the SLAUDIT file that was unzipped. Typically, the easiest way to do this is to move the unzipped file to the C: drive   (root directory – not in any folders such as Desktop or otherwise). Then run (CMD) from your PC and type C: if not pointing to that drive, then CD\ to get to the root directory. Then type in FTP commands per instructions.

Error message occurred after upgrading to v3.3: CPF4131 error appeared during open
Here are the steps to correct the CPF4131 error.
The stop file was not properly restored and is still using the old version.
Enter the following commands on a command line (probably will need QSECOFR privilege).

DLTF FILE(SLAUDIT2/PFSTP3)
RSTOBJ OBJ(PFSTP3) SAVLIB(SLAUDIT2) DEV(*SAVF) SAVF(SLAINSTALL/SLA##2)

Error message occurred after upgrading to v3.3 when running AUDNEWEVT: Level check on file PFSTP3.
The stop file was not properly restored and is still using the old version.
Enter the following commands on a command line (probably will need QSECOFR privilege).

DLTF FILE(SLAUDIT2/PFSTP3)
RSTOBJ OBJ(PFSTP3) SAVLIB(SLAUDIT2) DEV(*SAVF) SAVF(SLAINSTALL/SLA##2)

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Record not added. Member PFQHST2 is full
The PFQHST2 file is just a work file that is used to process all entries off of the QHST - IBM system history log file. The size of this file is dependent on how large your history log files get. Generally, when this file runs out of room it is due to numerous messages being logged to QHST. You may want to use the DSPLOG command and investigate these messages.

It is OK to increase the PFQHST2 file to maximum size (reply 9999 to message) to get through the current run of Softlight Auditor. Once the reports are generated the file can be cleared and re-used – this is done automatically. You might check the size every now and then to see how large it is getting.

If the message is coming out every day you just need to increase the default settings for this file. To increase the file defaults enter the following command:

CHGPF FILE(SLAUDIT2/PFQHST2) SIZE(50000 10000 5)

If you are still getting the message too often, just run the command above and increase the numbers in the SIZE parameter.

Other causes (e.g. journal receiver not found)

Frequently, failed audit runs can be fixed by running the SLAUDIT/SETUP command, option 10 on the System Management Menu (reachable from Softlight Auditor main menu option 4). Leave all the default values on the SETUP command alone. It will not hurt to try the SETUP command, and it often finds and fixes the probkem.

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