MDCMS - Managing RFPs with Lock-Wait

Creating a Report

During the installation phase of an RFP, one of the few things that can cause an issue are lock-waits. Lock-waits typically occur because of timing issues caused by users or batch jobs accessing files that are on the RFP.

Default

A Lock-Wait command(s) will be triggered for locks that occur during the compilation and installation phases of an RFP. By default an RFP will wait indefinitely for the lock to be released in order to proceed. When the lock is released, the RFP continues.

Being in Control

Through the "L" command type it is possible to control how a lock-wait is handled. It is possible to create a series of commands you wish to execute.

Typical scenarios would be:

- Ask for intervention
- · Send an email asking for lock to be released
- Wait a specified number of seconds and then perform a rollback.
- Send an email to indicate that the RFP was unable to install and a rollback occurred.

Configuring MDCMS to Assist in Creating the Lock Commands.

- 1. MDCMS
- 2. Select option 1 Setup Menu
- 3. Select option 4 Commands and Scripts
- 4. Press F9 Gen RFP Commands
- 5. Select the Application and Level(s) for which you would like to add the commands
- 6. Select the L Commands

(i) L Commands

- The first command sends an informational message to the installer and waits 20 minutes
- The second command initiates the rollback process (*ROLLBACK)
- You can edit and modify the times on these commands after they are created.

Manually Add Controls

Rollback

To initiate a rollback due to a lock-wait, you can set up a command to execute this automatically when a lock occurs.

Adding a lock-wait command is a two-step process. After you have entered the initial command, you will want to edit the command to see the additional parameters that are available.

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From Green screen:

- 1. Select option 1 Setup Menu
- 2. Select option 4 Commands
- 3. Press F6 to create a new command
- 4. Type is an L

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Additional Options

You can create any series of commands that you wish to execute. Below are some examples

Ask for Release of lock and notify rollback.

COMMAND 1	Ask for intervention by sending an email asking for lock to be released.
COMMAND 2	Send email to indicate that the RFP was unable to install and a rollback occurred.
COMMAND 3	*ROLLBACK

Rollback and notify

COMMAND 1	Send email to indicate that the RFP was unable to install and a rollback occurred.
COMMAND 2	*ROLLBACK