

GSUK<sup>ƒ</sup> Virtual Conference 26

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# Virtual Conference 26

April 21<sup>st</sup> to 23<sup>rd</sup> 2026





# Let's Talk About Unsupported Software



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Longpela Expertise / CPT Global



# First, A Disclaimer

- I do not represent any software vendor.
- I have not asked for permission or approval from any software vendor.
- Everything in this presentation is my opinion: not the opinion of any other company or vendor.
- Talk to your vendor to get up-to-date information about their support.



# An Outside View of Software Support

- I am a mainframe consultant: working with many clients around the world.
- I often work with clients on their software portfolios.
- I am sometimes engaged by software vendors.
- I have worked for IBM in the past developing and supporting software.
  
- Many of the examples are from engagements with CPT Global.



# An Outside View of Software Support

- This presentation shows what I see in the field: including discussions with vendors, client experiences, vendor documentation and information.
- Consider it my 'real world view' of software support.



# A Quick Review of Software Support

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# What is Supported Software?

- Software that has the support of a vendor: usually the vendor that created / sold it.
- Vendor will help getting the software running as advertised at a client site.
- Vendor may change.

Software	Old Vendor	New Vendor	New Name
z/VSE	IBM	21CS	VSE <sup>n</sup>
InfoMan	IBM	Log-On Software	TVL Information Management
ACF2	CA	Broadcom	
Strobe	Compuware	BMC	BMC AMI Strobe
M204	Computer Corp of America	Rocket Software	

The vendor who created a product may not be the vendor supporting it.



# What Do You Get With Support?

- Access to software fixes

The screenshot shows the IBM Support page for APAR PI79121. The page title is "PI79121: INCORRECT LENGTH OF VARIABLE LENGTH FIELD WHEN USING THE JAVA JSON PARSER". Below the title, it states "A fix is available" and provides a link to "Obtain the fix for this APAR.". The "APAR status" is listed as "Closed as program error.". On the right side, there is a sidebar with "Document Information" and "More support for: CICS Transaction Server". The "Software version" is listed as "5.3".

<https://www.ibm.com/support/pages/apar/PI79121>

- You will be able to access existing fixes and install them.
- If you find a bug, the vendor will create a fix for it.



# What Do You Get With Support?

- Access to software fixes
- Security Fixes

Notification Id	Title	Product/Component	Severity	Published	Updated
MFDSA37317	Trusted Access Manager for Z 1.1 vulnerability	Trusted Access Manager fo...	HIGH	06 April 2026	Today
MFDSA37326	zArchitecture Bridge 2.0 Vulnerability in Spring Security	zArchitecture Bridge	CRITICAL	06 April 2026	Today
MFDSA37405	CA 7 Workload Automation 12.1 vulnerability	CA 7 Workload Automation	HIGH	06 April 2026	Today
MFDSA37330	Mainframe Security Insights Platform 1.0 Vulnerability	MAINFRAME SECURITY INSIGH...	CRITICAL	02 April 2026	4 days ago
MFDCA37190	Output Management Web Viewer 12.1 Vulnerability in Apache Tomcat	Output Management Web Vie...	CRITICAL	02 April 2026	4 days ago
MFDSA37138	Dalacorn SQL Performance Analyzer 1.2 - Vulnerabilities in Third Party Dependencies	Dalacorn SQL Performance A...	CRITICAL	01 April 2026	5 days ago

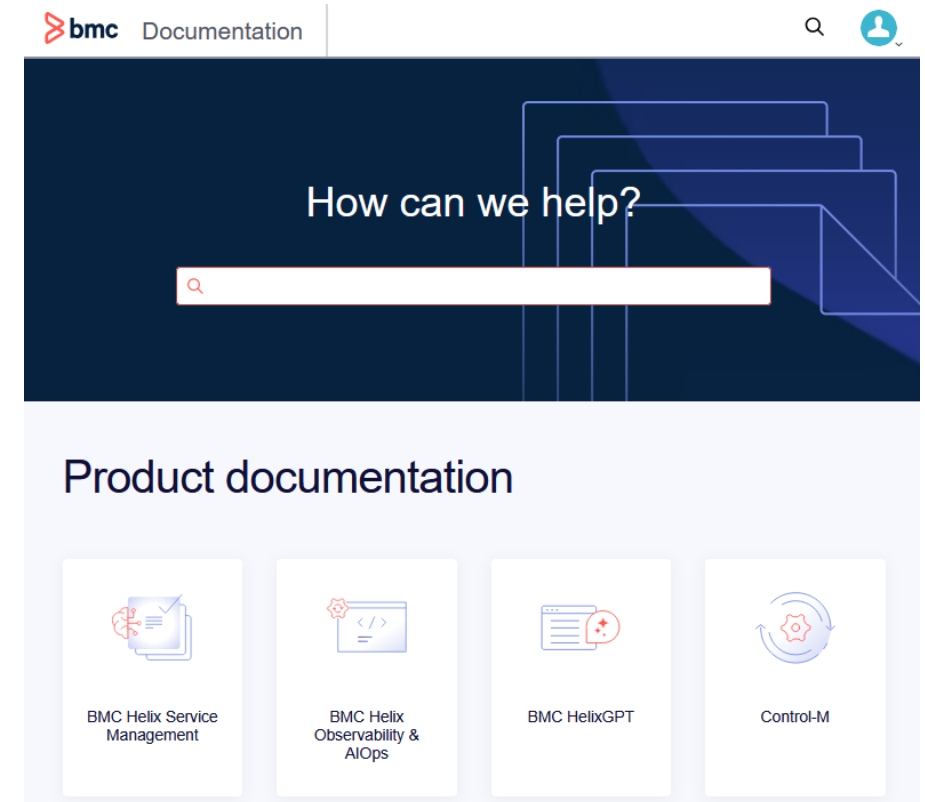
<https://support.broadcom.com/web/ecx/security-advisory>

- Vendors will resolve security vulnerabilities.
- May be required for compliance



# What Do You Get With Support?

- Access to software fixes
  - Security Fixes
  - Up to Date Documentation
- Vendors will supply documentation for the product, and fix this documentation if errors are found.

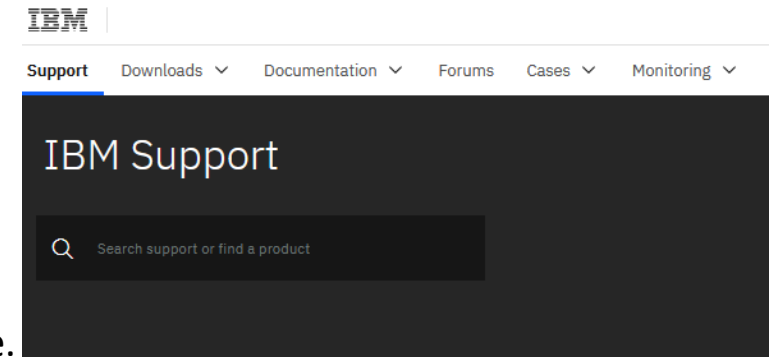




# What Do You Get With Support?

- Access to software fixes
- Security Fixes
- Up to Date Documentation
- Other Help

- Vendors may provide:
  - Searchable problem database.
  - Answers to client questions.
  - Provide help in getting product working.
  - Consider modification / enhancement requests.
  - Free access to new versions.
  - Access to vendor's experts.



Disabling support for SSL V3 in CICS TS

## Question & Answer

### Question

How do I disable support for Secure Sockets Layer (SSL) version 3.0 in CICS Transaction Server for z/OS (CICS TS)?

### Answer

You can apply the following CICS APARs to change the default SSL (also known as Transport Layer Security, TLS) configuration to disable SSLv3. The PTFs change the meaning of the default value for the **ENCRYPTION** keyword in the system initialization table (SIT) parameter. The default before the PTFs are applied is ENCRYPTION=STRONG and included both SSL V3.0 and TLS 1.0 (for V3 & V4). After the PTFs are applied, ENCRYPTION=STRONG continues to be the default but the minimum level of TLS changes to 1.0. The PTFs also add the new option ENCRYPTION=SSLV3 that allows the SSLv3 protocol to be enabled if required.

<https://www.ibm.com/support/pages/node/6146229>



# End of Support <> End of Payments

- Support is different to the right to use software.
- May still pay licensing fees to vendor even if software not supported.

z/OS = MLC. Support included in licensing costs.

## License Types

The different ways of licensing mainframe software are discussed later in this guide. The table below summarizes the various categories of software and S&S considerations:

Category	Contract	S&S	Example Part Number	Example Part Description
MLC	IBM Customer Agreement (ICA) or Customer Relationship Agreement (CRA)	Program Services (support) is included		
OTC (IPLA)	International Program License Agreement (IPLA)	Must be purchased separately. First year is not included in the initial purchase	5655X01	Sterling Connect:Direct z/OS
			5655X02	Sterling Connect:Direct z/OS S&S

Extracted from IBM Mainframe Licensing Guide (Feb 2024)

[https://s3.us.cloud-object-storage.appdomain.cloud/sw-licensing-admin-prod-public/guides/licensing\\_guides/7/1/Mainframe\\_Licensing.pdf](https://s3.us.cloud-object-storage.appdomain.cloud/sw-licensing-admin-prod-public/guides/licensing_guides/7/1/Mainframe_Licensing.pdf)



# End of Support <> End of Payments

- Support is different to the right to use software.
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Connect:Direct = IPLA. Support and Subscription (S&S) costs separate.

## License Types

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Extracted from IBM Mainframe Licensing Guide (Feb 2024)

[https://s3.us.cloud-object-storage.appdomain.cloud/sw-licensing-admin-prod-public/guides/licensing\\_guides/7/1/Mainframe\\_Licensing.pdf](https://s3.us.cloud-object-storage.appdomain.cloud/sw-licensing-admin-prod-public/guides/licensing_guides/7/1/Mainframe_Licensing.pdf)



# End of Support <> End of Payments

- Support is different to the right to use software.
- May still pay licensing fees to vendor even if software not supported.
- Ending support may not be a cost saving option.

## License Types

The different ways of licensing mainframe software are discussed later in this guide. The table below summarizes the various categories of software and S&S considerations:

Category	Contract	S&S	Example Part Number	Example Part Description
<b>MLC</b>	IBM Customer Agreement (ICA) or Customer Relationship Agreement (CRA)	Program Services (support) is included		
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Extracted from IBM Mainframe Licensing Guide (Feb 2024)

[https://s3.us.cloud-object-storage.appdomain.cloud/sw-licensing-admin-prod-public/guides/licensing\\_guides/7/1/Mainframe\\_Licensing.pdf](https://s3.us.cloud-object-storage.appdomain.cloud/sw-licensing-admin-prod-public/guides/licensing_guides/7/1/Mainframe_Licensing.pdf)



# Summary: Why Have Supported Software

- Reduce risk that software will not work correctly.
- Compliance.
- Address security exposures.
- Benefit from new features.
- Get better assistance from vendors.
- **Best practice:** all software supported.

The screenshot shows the ASD (Australian Signals Directorate) website. The main heading is "End of support" with a sub-heading "Content complexity" and a "Simple" button. Below this is the "National Cyber Security Centre" navigation bar with links for "About NCSC", "Report an incident", and "Contact us". The main content area is titled "Device security guidance" and includes a sub-heading "Guidance for organisations on how to choose, configure and use devices securely." A table of contents lists various pages, with "Keeping devices and software up to date" highlighted. The main article text discusses the importance of keeping software up to date to prevent security vulnerabilities.

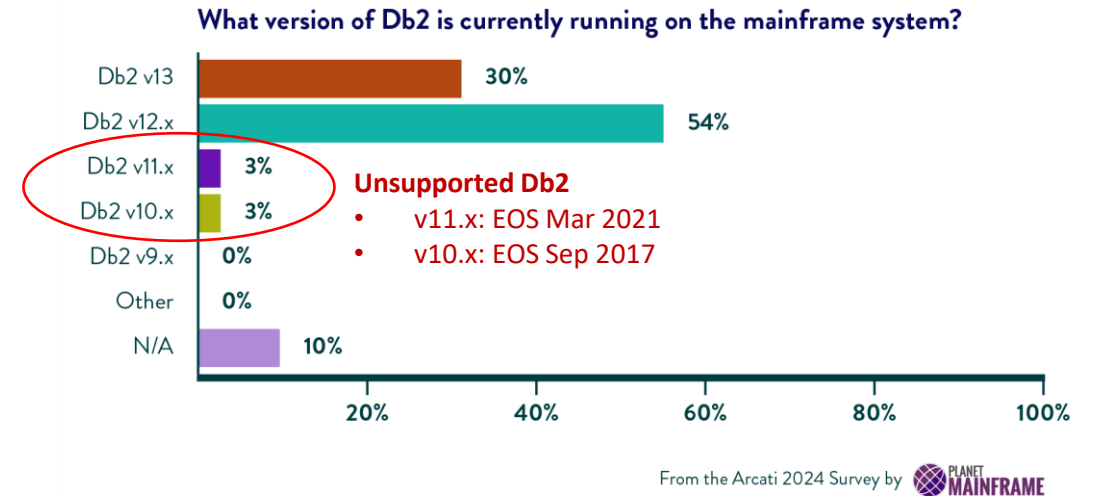


# Why Do Some Sites Use Unsupported Software?



# Unsupported Software Is Used

- Most sites have unsupported software.
- Some of this is key software like z/OS and Db2.






# Unsupported Software Is Used

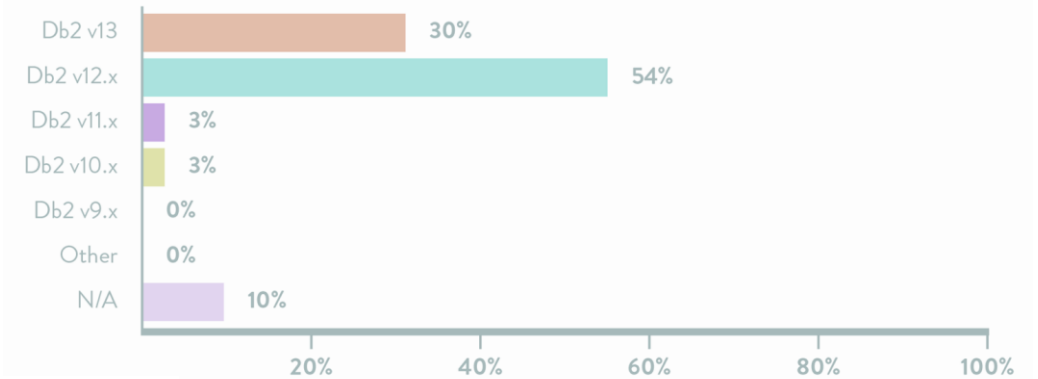
- Most sites have unsupported software.
- Some of this is key software like z/OS and Db2.



Chart 9: Primary mainframe operating system release in use

From the Arcati 2022 Survey by 

What version of Db2 is currently running on the mainframe system?



From the Arcati 2024 Survey by 

### Unsupported z/OS

- v1.13: EOS Sep 2016
- v2.2: EOS Sep 2020



# Reasons Why Software Is Unsupported

- Two Reasons:
  1. End of Support: have support agreement, but software no longer supported (usually old versions: end of support, or EOS).



# Reasons Why Software Is Unsupported

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1. End of Support: have support agreement, but software no longer supported (usually old versions: end of support, or EOS).

Product name (** indicates comment, policy exception or more information)	Version	General availability	Transition to Extended/ Sustained or End of Support
<u>IBM Sterling Connect:Direct for z/OS</u>	6.4.X	<u>2024-10-25</u>	
<u>IBM Sterling Connect:Direct for z/OS **</u>	6.3.x	<u>2023-05-26</u>	<u>2027-04-30</u> Support extensions
<u>IBM Sterling Connect:Direct for z/OS **</u>	6.2.x	<u>2021-09-10</u>	<u>2026-09-30</u> Support extensions
<u>IBM Sterling Connect:Direct for z/OS (withdrawn) **</u>	6.1.x	<u>2020-06-05</u>	<u>2025-09-30</u>
<u>IBM Sterling Connect:Direct for z/OS (withdrawn) **</u>	6.0.x	<u>2018-12-04</u>	<u>2024-09-30</u> Extended Support

V6.2 EOS 30-  
Sep-2026

From IBM Product Lifecycle Page  
<https://www.ibm.com/support/pages/lifecycle/search?q=connect%3Adirect%20z%2Fos>



# Reasons Why Software Is Unsupported

- Two Reasons:
  1. End of Support: have support agreement, but software no longer supported (usually old versions: end of support, or EOS).
  
- Let's look at some examples I've seen.



# 1. EOS: Not Planning Ahead

- z/OS 2.4 installed: IBM support ended.
- Client paid for extended support (more on this later)
- z/OS upgrade work started too late.

z/OS 2.4 EOS 30-Sep-2024

Product name (** indicates comment, policy exception or more information)	Version	PID/MTM	General availability	Transition to Extended/Sustained or End of Support	Extended/Sustained Support Complete
<u>z/OS (withdrawn)</u> **	2.4.0	5650-ZOS	<u>2019-09-30</u>	<u>2024-09-30</u>	

From IBM Product Lifecycle Page

<https://www.ibm.com/support/pages/lifecycle/search?q=5650-zos%202.4>



# 1. EOS: Not Planning Ahead

- z/OS 2.4 installed: IBM support ended.
  - Client paid for extended support (more on this later)
  - z/OS upgrade work started too late.
- 
- Upgrading software can take time. Few will upgrade z/OS within one year.



# 1. EOS: Not Planning Ahead

- Vendors will provide notice of software versions ending their life.
- Expect 1-3 years notice.

Vendor	Product	EOS	EOS Announced
IBM	Connect:Direct 6.3.x	30-Apr-27	03-Feb-26
IBM	Db2 12	31-Dec-25	01-Aug-23
IBM	IMS 15.4	31-Aug-27	05-Aug-25
Broadcom	Bundl	31-Jul-23	02-Feb-22
Broadcom	SYSVIEW 16	30-Jun-24	01-Nov-22



# 1. EOS: Not Planning Ahead

- Vendors will provide notice of software versions ending their life.
- IBM have a set calendar of z/OS version upgrades and EOS dates.

Product name (** indicates comment, policy exception or more information)	Version	PID/MTM	General availability	Transition to Extended/Sustained or End of Support
<u>z/OS</u>	2.5.0	5650-ZOS	<u>2021-09-30</u>	<u>2026-09-30</u>
			↑ 2 Years	New release every two years on 30-Sep.
<u>z/OS (withdrawn)</u> **	2.4.0	5650-ZOS	<u>2019-09-30</u>	
<u>z/OS (withdrawn)</u> **	2.3.x	5650-ZOS	<u>2017-09-29</u>	<u>2022-09-30</u>
			← 5 Years →	EOS after 5 years on 30-Sep.
<u>z/OS (withdrawn)</u> **	2.2.x	5650-zOS	<u>2015-09-30</u>	<u>2020-09-30</u> Support extensions
<u>z/OS (withdrawn)</u>	2.1.x	5650-zOS	<u>2013-09-30</u>	<u>2018-09-30</u>

<https://www.ibm.com/support/pages/lifecycle/search?q=5650-ZOS>



# 1. EOS: Not Planning Ahead

- Recommendation: keep a **5-year** calendar with all software and their EOS dates. Plan 5 years ahead for software upgrades or retirement.
- Reality: no one plans 5 years ahead. However, I have clients struggling to upgrade or retire some products within a 1-2 year timeframe.

Vendor	Product	Version	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	Apr-27	
IBM	z/OS	2.5	Upgrade				EOS									
IBM	IMS	15.3	Upgrade			EOS										
IBM	CICS TS	5.6							Upgrade						EOS	
Broadcom	PMO	4.4					Retire				EOL					

(Example planning spreadsheet)



## 2. EOS: Multiple Versions

- Site has both (supported) SAS 9.4, and (unsupported) SAS 8.2 and 9.2.
- Application groups had not performed migration work from SAS 8.2 / 9.2 to 9.4.

Vendor	Product	Feature	Release	PID
SAS Institute	SAS	BASE	8.2.0	ISV-005178
SAS Institute	SAS	BASE	9.2.3	ISV-005179
SAS Institute	SAS	BASE	9.4.M8	ISV-005179
SAS Institute	SAS	BASE	9.4.3	ISV-005179
SAS Institute	SAS/CONNECT	BASE	9.2.3	ISV-005202
SAS Institute	SAS/CONNECT	BASE	9.4.M8	ISV-005202
SAS Institute	SAS/FSP	BASE	9.4.M8	ISV-005207
SAS Institute	SAS/FSP	BASE	9.4.3	ISV-005207
SAS Institute	SAS/GRAPH	BASE	9.4.M8	ISV-005211
SAS Institute	SAS/GRAPH	BASE	9.4.3	ISV-005211

- Recommendation: obtain management support to ensure groups perform migration tasks. Ensure groups have sufficient resources and time to do this.



# 3. EOS: Multiple Versions

- I often see ‘copies’ of load modules created by groups.

```
//ASM1 EXEC PGM=IEV90  
//STEPLIB DD DISP=SHR,DSN=ASMH.LOAD
```

- Example: one site copied old Assembler/H load modules (released 1987) into another library. These continue to be used instead of the supported HLASM.
- Recommendation: no load module copies: only use libraries supported by systems programmers.



## 4. EOS: Outsourced Management

- Outsourced Mainframe and Systems Management.
- IBM MQ 7.1 out of support for years.

◆ Product name (** indicates comment, policy exception or more information)	◆ Version	◆ PID/MTM	◆ General availability	◆ Transition to Extended/Sustained or End of Support
<u>WebSphere MQ for z/OS (withdrawn)</u>	7.1.0	5655-R36	<u>2011-11-25</u>	<u>2017-11-06</u>

From IBM Product Lifecycle

<https://www.ibm.com/support/pages/lifecycle/search?q=5655-R36>



## 4. EOS: Outsourced Management

- Outsourced Mainframe and Systems Management.
- IBM MQ 7.1 out of support for years.
- Recommendation: even if mainframe operations are outsourced, clients must ensure that service providers keep software products to supported levels.



## 5. EOS: No-One Managing Software

- Application groups purchased IBM software tools: IDz, FileManager, Fault Analyzer, APA. Tools were installed.
- Tools were not upgraded, and IBM support ended.
- Systems support assumed applications were monitoring software levels, applications assumed systems support were.



## 5. EOS: No-One Managing Software

- I often see this. In particular, ‘application’ products like CSC Hogan, FIS Systematics, FIS Connex, First Data Vision Plus are managed by groups separate from systems programmers.
- Whenever multiple groups manage software product lifecycle and support, it increases the chances of unsupported software.



## 5. EOS: No-One Managing Software

- I often see this. In particular, ‘application’ products like CSC Hogan, FIS Systematics, FIS Connex, First Data Vision Plus are managed by groups separate from systems programmers.
- Whenever multiple groups manage software product lifecycle and support, it increases the chances of unsupported software.
- **Recommendation: one group should be responsible for monitoring all mainframe software versions and their support status.**



# Reasons Why Software Is Unsupported

- Two Reasons:
  1. End of Support: a support agreement is in place, but software is no longer supported (end of support, or EOS).
  2. No Agreement: Software may not have any current support agreement.
  
- Let's look at some examples I've seen.



# 1. No Agreement: Hidden Software

- In past, client bought software to create PDFs.
- Client COBOL program was created to call this software.
- Software vendor ceased trading: no support. Client forgot about this software.
- Recommendation: regularly perform a software audit, and keep software lists up-to-date.



## 2. No Agreement: Software Not Removed

- Client had very low usage of IBM InfoMan.
- Client stated that they had stopped using InfoMan years ago.
- InfoMan software had never been removed. One user occasionally used it.
- Recommendation: when replacing software, old versions must be removed.



## 3. No Agreement: Old Software

- Many clients continue to use old compilers and runtimes: OS/VS COBOL, COBOL II, COBOL for MVS, OS PL/I.
- In some cases, application groups had not requested new compiler. In others, new compiler was available, but applications continued to use old compilers.



## 4. No Agreement: 'Unimportant' Software

- Sometimes a client may decide that software is no longer important.
- Reasons:
  - “It doesn’t matter if it stops working.”
  - “We will be getting rid of it soon.”
  - “Noone really uses it anymore.”
- And so, they stop maintaining it.



## 4. No Agreement: 'Unimportant' Software

- I have seen many cases where such 'unimportant' software continues to be used (and necessary) for many years.
- (Strong) Recommendation: continue to manage software until it is actually decommissioned.



# Summary: Unsupported Software

- Two reasons: no support contract, or software version EOS/EOL.
- Most common situations:
  - Not planning far enough ahead
  - Multiple copies
  - No single group adequately managing or monitoring software.
  - Deliberate choice



# Is Unsupported Software Really That Bad?

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# Unsupported Software Isn't Always Bad

- I've seen some cases where the client has the right to use software but has chosen to discontinue support. Examples:
  - A client was going to be outsourced in the near future – leave it to the incoming provider.
  - A client had an application that was required to view data for compliance, but not critical.



# Unsupported Software Isn't Always Bad

- Each site can determine if support is required (and if they have the right to run software). Unsupported software isn't always bad.
- Let's look at some examples.



# Non-Production Tools

- Some client use freeware tools for developers / systems programmers. Not production, little issue if they no longer work.
- Examples:
  - cbttape  
<https://cbttape.org>
  - Mark Zelden's Utilities  
<http://www.mzelden.com/mvsutil.html>

The screenshot shows the website 'Mark's MVS Utilities'. The sidebar on the left contains a 'Quick Index' with links to 'Edit Macros', 'EXECs/CLISTS', 'Programs', 'XEF', 'JOBS/Doc', 'ASCII Notes', 'Disclaimer', 'Thanks', and 'Guestbook'. The main content area has a green header 'Mark's MVS Utilities' and a note: 'Last updated on: 12/04/2025. Check back often for additions to this page. Look for the "NEW" picture next to the file name. This indicates a new or updated file.' Below this is a link 'About me: Mark Zelden'. The 'Downloads' section is titled 'CBT Tape Downloads' and shows 'V510 Final Version - Apr 14, 2026'. A text box explains that files are packaged with PKZIP in EBCDIC format and should be uploaded as binary to an FB80 data set. It also notes that sequential files are suffixed with .DATA and XMIT files are in XMIT format. A final note states that users will need a utility to unzip .ZIP files, with suggested options: 7-Zip (free), WinZip, or RAR.



# Vendor Supplied Freeware

- Some vendors supply freeware with no or optional support.
- Examples:
  - Rocket Software
  - IBM z/OS [GitHub Repository](#)
  - IBM [TASID](#)
- Each site must determine if support is required.

README Contributing Apache-2.0 license Security

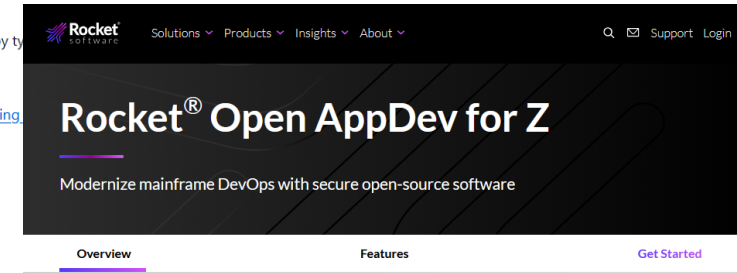
## Downloads for the z/OS platform

This repository contains sample programs and other resources that might be useful to the [z/OS® operating system](#) community. Here you will find tools for exploring the various capabilities of z/OS. Perhaps, you might even share in the development of a community resource.

The materials in this repository are organized by type:

The following major categories are used:

- [IBM Education Assistant modules for learning](#)
- [SMF Tools](#)
- [z/OS Archetypes](#)
- [z/OS Automation](#)
- [z/OS Container Platform](#)
- [z/OS CPM](#)
- [z/OS DataGatherer](#)
- [z/OS HCD HCM](#)
- [z/OS Health Checks](#)
- [z/OS PFA](#)
- [z/OS PKI](#)
- [z/OS Print](#)
- [z/OS RACF](#)
- [z/OS Requirements-Satisfied](#)
- [z/OS RMF](#)
- [z/OS Tools and Toys](#)
- [z/OS Tools/DLOG Formatter](#)
- [z/OS WLM](#)
- [z/OS Workflow](#)
- [z/OSMF](#)



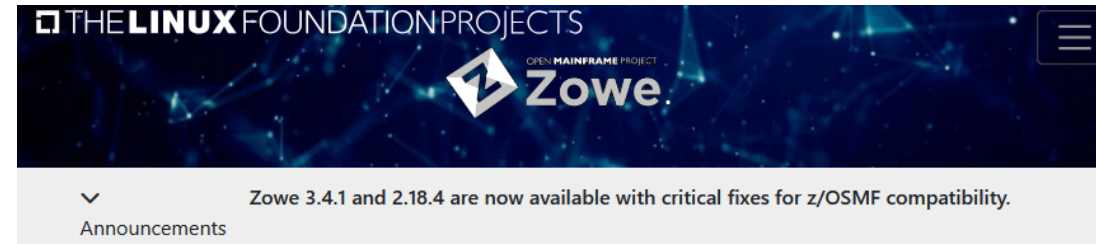
```
Option ==>
TASID option menu
Select one of the following options:
1 - Address space list
2 - System ENQ contention
3 - Total system ENQ status
4 - Initiator Status List
5 - Miscellaneous displays
6 - Current dataset allocations
7 - Storage View Facility
8 - Snapshot
Version 5.21
More: +
Current time 03:56 on 2026/04/07
Last IPL time 23:51 on 2026/03/20
IPL Parameters OB10 A1 1
z/OS 02.05.00 JES version JES2
SMF ID MVS1 JES level 2.5
User ID USROA RACF level 7.79.1
Node MVS1 TSO version 4.05.0
VTAM Addr TCP00069 VTAM Level 6.2
ProcStep DBSPROCD DFSMS level 2.05.0
Region 2000000K
RACF Grp SYS1 DSF level 1.17.0
TSO users 4
Started tasks 49
Jobs 31
System addr 46
Free initiators 9
Total 139
CPU utilization 17%
CPU 1090-A00 ( 2 CPUs)
EMQ Contention None
Copyright IBM Corp, 1993, 2013.
```





# Open-Source Software: Zowe

- Zowe is open source. Although fixes are regularly produced, and problems can be submitted via GitHub, it is not technically supported.
- IBM and Rocket Software both offer Zowe support for a fee.

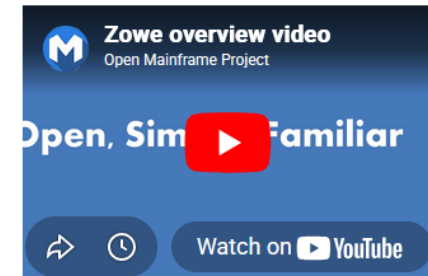


Zowe, the integrated and extensible open source framework for z/OS, combines the past and present to build the future of mainframes. Like Mac OS, Windows, and others, Zowe comes with a core set of applications out of the box in combination with the APIs and OS capabilities future applications will depend on.

Zowe offers modern interfaces to interact with z/OS similar to what you may experience on cloud platforms today. You can use these interfaces as delivered or through plug-ins and extensions that are created by clients or third-party vendors.

Did you know? The Zowe Community hosts a webinar each quarter called the Zowe Quarterly Update. Watch the replays on [Youtube](#)

Next release: v3.5.0 GA 2026-05-04





# Open-Source Software: Other

- Open-source software for z/OS includes:
  - GenevaERS
  - Ansible for IBM Z
  - IBM Open Enterprise SDK for Python



# Open-Source Software: Other

- These may or may not be supported.
- Example: IBM Open Enterprise SDK for Python.

PAX edition not supported.

## Editions

### PAX edition

The pax download format is popular in UNIX environments, including z/OS UNIX and offers a similar user experience.

[Download now](#)



### SMP/E edition

The SMP/E software installation and maintenance tool on z/OS can manage SMP/E installable images and their fix packs. It offers optional no-charge S&S for IBM support.

[Obtain from Shopz](#)



## Features

### Flexible installation, update and maintenance

Local and DIY installation for flexible deployment

Managed with SMP/E

No license charge



Run your own applications




Full functionality



Includes Python on z/OS container image



IBM software S&S

 No-cost S&S PID 5655-PYS

<https://www.ibm.com/products/open-enterprise-python-zos>



# Open-Source Software: Other

- These may or may not be supported.
- Example: IBM Open Enterprise SDK for Python.

## Editions

### PAX edition

The pax download format is popular in UNIX environments, including z/OS UNIX and offers a similar user experience.

[Download now](#) →

### SMP/E edition

The SMP/E software installation and maintenance tool on z/OS can manage SMP/E installable images and their fix packs. It offers optional no-charge S&S for IBM support.

[Obtain from Shopz](#) →

## Features

### Flexible installation, update and maintenance

Local and DIY installation for flexible deployment

Managed with SMP/E

No license charge

✓

✓

Run your own applications

✓

✓

Full functionality

✓

✓

Includes Python on z/OS container image

✓

IBM software S&S

✓ No-cost S&S PID 5655-PYS

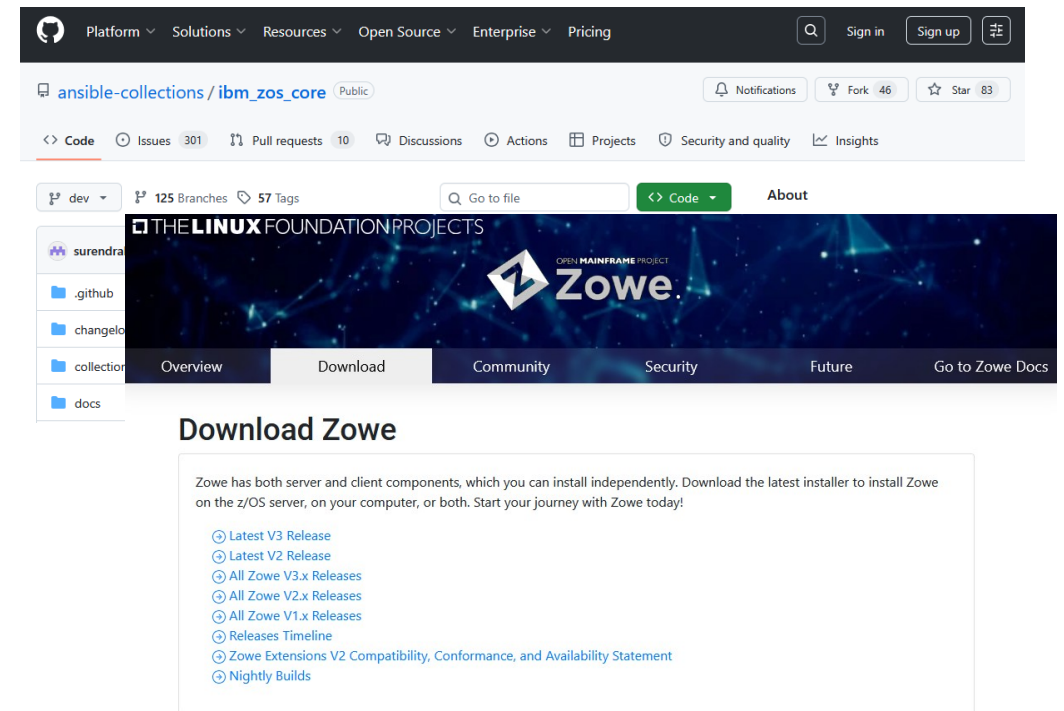
SMP/E edition is supported.

<https://www.ibm.com/products/open-enterprise-python-zos>



# Open-Source Software: Other

- Easy for staff to download and use unsupported versions.
- Each site will need to evaluate the support required, and obtain it.





# Other Support Options

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# Extended Support

- If software is EOS, some vendors offer extended support for a fee.

Select	Product name (** indicates comment, policy exception or more information)	Version	PID/MTM	General availability	Transition to Extended/Sustained or End of Support	Extended/Sustained Support Complete	Eligible Service
<input type="checkbox"/>	IBM Watson Machine Learning for z/OS (withdrawn) **	2.4.X	5698-WML	2022-05-31	2024-02-29	2025-03-01	

IBM Watson 2.4 EOS 29-Feb-2024

Extended support available until 01-Mar-2025.

From IBM Product Lifecycle page  
<https://www.ibm.com/support/pages/lifecycle/search?q=5698-wml>



# Support Services

- Some companies advertise support options for other vendor's software.
- Examples:
  - Vertali Extended Incident Support Service (EISS)
  - Origina Software Support
  
- I don't have experience with either.

The image shows a screenshot of the Origina website. At the top left is the 'origina.' logo and a search icon. Below the navigation bar is a blue banner for 'Software Support' with the text: 'Origina supports enterprise software on open systems and mainframes. With the help of dedicated, global independent software experts, our software maintenance service is bound by a Service Level Agreement – something major software vendors don't offer. We're here for you 24 hours a day, seven days a week, 365 days per year.' A blue button below the banner says 'UPGRADE YOUR SUPPORT'. Below this is a Vertali advertisement with the heading 'IBM END OF SUPPORT' and the text: 'Support ending for key IBM mainframe products. Don't risk running unsupported software – get the expert help you need.' A small disclaimer at the bottom of the ad reads: 'Several core IBM mainframe products are approaching End of Support. After these dates, you'll no longer receive updates, fixes, or official technical support from IBM.'



# Self Support

- I have had clients that have obtained source code for software that will become unsupported (usually end of life).
- These clients undertake support themselves or find a service provider willing to do so.



# Finding Unsupported Software

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# How To Find Unsupported Software

- Finding unsupported software can be hard.
- Software names and vendors change.
- It can be difficult to find what software is even installed on a system.
- Many clients have old or outdated software lists.
  
- A full discussion of finding unsupported software could fill another session.



# How To Find Unsupported Software

- Need two things:
  1. List of all software (and versions) installed.
  2. Information about which software and versions are supported, and when this support will end.



# List of Software

- Easiest way is to use tools like IBM Z Software Asset Management and HCL Z Asset Optimizer (I use the old name TADz).
- These products are great, but not 100%. May miss some products, or report 'false positives.'

IBM Z Software Asset Management Analyzer Menu [New Window](#) [Logout CHR4664](#)

[Assets](#) [Discovery](#) [Administration Reports](#)

Analyze low level discovery data e.g. Product Releases, Libraries, Modules

<a href="#">GKB Summary</a>	Summary of products in the Global Knowledge Base catalog
<a href="#">GKB Discovery Summary</a>	Summary of products in the Global Knowledge Base catalog showing which products have been discovered
<a href="#">Discovered Product Summary</a>	Summary of discovered products
<a href="#">Discovered Product Detail</a>	Detail of discovered products
<a href="#">Discovered Product Audit Trail</a>	Audit trail of discovered products
<a href="#">Discovered Product by System</a>	Cross reference of discovered products per System
<a href="#">Discovered Product by Sysplex</a>	Cross reference of discovered products per Sysplex
<a href="#">Discovered Product by System Group</a>	Cross reference of discovered products per System Group
<a href="#">Discovered Product by Repository</a>	Cross reference of discovered products per Repository
<a href="#">Discovered Product Use by Month</a>	Cross reference of discovered products used per Month by System
<a href="#">End of Service Products</a>	Summary of discovered products that have a known End of Service date
<a href="#">Product Change Reports</a>	What has changed reports
<a href="#">Product Libraries</a>	Summary of discovered product libraries
<a href="#">Product Library Usage</a>	Summary of discovered product library usage
<a href="#">Deleted Libraries</a>	Show libraries that have been deleted
<a href="#">Volumes by System</a>	Summary of discovered library volumes by system
<a href="#">Dataset HLQs by System</a>	Summary of discovered dataset high level qualifiers by system
<a href="#">Libraries by System</a>	Summary of discovered libraries by system
<a href="#">Search by FMID</a>	Product Search by FMID
<a href="#">Module Compilers</a>	Module compiler versions
<a href="#">Search Libraries</a>	Search Libraries, with optional filters for library name mask and containing module name mask
<a href="#">Search Modules</a>	Search Modules, with optional filters for module name mask and library name mask
<a href="#">Job Use by Product Library</a>	Product release usage summary per Job name and Product Library
<a href="#">Usage Monitor File Detail</a>	Inspect usage detail in Usage Monitor raw data zip files or ZCAT zip files



# List of Software

- Without these tools, finding software is a lot harder. Some options include:
  - z/OS console command D PROD, REG.
  - Find SMP/E environments.
  - Look at syslog for startup messages.
  - SMF type 30 records to see programs used.
  - IBM, Broadcom SCRT reports.
  - Browse load libraries
  - ... and more

```
D PROD,REG
IFA111I 11.37.49 PROD DISPLAY 272
S OWNER          NAME          FEATURE      VERSION  ID
N CA             Cleanup-RACF  *           12.01.00 T8
N CA             CA MIM       ECMF        12.05.00 MMGR-SQJ
N CA             CA MIM       GCMF        12.05.00 MMGR-SQJ
N CA             CA MIM       GDIF        12.05.00 MMGR-SQJ
N CA             CA MIM       GTAF        12.05.00 MMGR-SQJ
N CA             CA MIM       MIM         12.05.00 MMGR-SQJ
N CA             CA MIM       TPCF        12.05.00 MMGR-SQJ
E IBM CORP      z/OS         z/OS        02.05.00 5650-ZOS
N IBM CORP      z/OS         z/OSMF      02.05.00 5650-ZOS
E IBM CORP      z/OS         ADV DG      **.**.**. 5650-ZOS
E IBM CORP      z/OS         BDTFTF     **.**.**. 5650-ZOS
N IBM CORP      z/OS         JES2       02.05.00 5650-ZOS
N IBM CORP      z/OS         RACF       **.**.**. 5650-ZOS
```



# Supported Products

- Some vendors publish information on software and version support.
  - <https://www.ibm.com/support/pages/lifecycle/>
- Others provide this information via client support portals.
- Vendors can always be approached to determine software and version support.

The screenshot shows the IBM Support website's 'Product lifecycle' overview page. The page features a dark header with the IBM logo and navigation icons. The main content area has a background image of server racks and contains the following text:

IBM Support >  
Product lifecycle  
Overview

Realize the full value of your IBM products and plan for product upgrades. Find detailed information about the available IBM support lifecycle policies.

**\*New\* Extended/Sustained Support ends:** This new column provides the last date support will be available for the listed **Product name** and **Version**.

**SoftLayer customers:** view the IBM Clouds Docs topic on [Getting Support](#) for details

Use the search form to find the lifecycle details you need. To stay up to date, subscribe to the lifecycle news feed, or download lifecycle data in [XML](#) format to import into your spreadsheet program or custom data processing application.

Search product lifecycle

Enter product name, version, or ID   [? Search tips](#)

**Lifecycle feeds and data**

- [Subscribe to the lifecycle news feed](#)
- [Download lifecycle data](#)
- [Download complete lifecycle data CSV file](#)
- [Manage Notifications](#)



# Summary

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# Unsupported Software

- Best practice: all software is supported by the vendor.
- However, most sites have unsupported software for various reasons.
- Unsupported software is often an issue but may not be. Each site must make its own risk assessment.
- Managing software and software support is a difficult, thankless task.



# Session feedback

- Submit your feedback at the conference website - <https://conferences.gse.org.uk/2026V/feedback/6L>
- Make sure you are signed My GS-UK if using the website
- The session code is 6L



1. What is your conference registration number?

▼ This is the three digit number on the bottom of your delegate badge

2. Was the length of this presentation correct?

▼ 1 to 4 = "Too Short" 5 = "OK" 6-9 = "Too Long"

1 2 3 4 5 6 7 8 9

3. Did this presentation meet your requirements?

▼ 1 to 4 = "No" 5 = "OK" 6-9 = "Yes"

1 2 3 4 5 6 7 8 9

4. Was the session content what you expected?

▼ 1 to 4 = "No" 5 = "OK" 6-9 = "Yes"

1 2 3 4 5 6 7 8 9