

## Problems with CICSNC25 and the WIC User ID

The purpose of this section is to assist local agency users to diagnose and treat some of the more common problems that might occur with CICSNC25 and the WIC user ID.

### User Password Has Expired

If the WIC user ID password has expired, type in a new 7-character password. Guidance for passwords is as follows:

- The new password cannot be one that has ever been used before.
- It has to start with a letter and contain at least one (1) number.
- It must be between 6-8 characters long (no less than 6 and no more than 8).
- Do not share your user ID or your password with anyone else.

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WELCOME TO SCCACICS (CICS TS31) TEST REGION FOR DHR          CST044.SNI009

cccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssss\
cccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssss\
ccc\//////////////// IIIIIIIIIIIII\      cccc\//////////      ssss\//////////
ccc\              III\              cccc\              ssss\
ccc\              iii\              cccc\              ssss\
ccc\              iii\              cccc\              ssss\
ccc\              iii\              cccc\              ssss\
cccccccccccc\      IIIIIIIIIIIIIi\      cccccccccccc\      ssssssssssss\
cccccccccccc\      IIIIIIIIIIIIIi\      cccccccccccc\      ssssssssssss\
////////////////      IIIIIIIIIIIII\      \//////////      \//////////

..fill in bill code (as.bbb ddd).
Userid      H2CI610      bill-cde      NAA-DHR
Password    _      New Pswd      _
Password has expired, please enter NEW password

News ----- PF 2 Zoom
*** North Carolina DHHS region *** TEST - PDM5 USER2PRD
To be used by authorized users on official business only.
Help desk (919) 855-3200

Press PF2 for more information ....

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Fri Nov 30 11/30/07 9:31:01 term=.009/ZNS09817 sys=CICS$CCA cpu=SYSW H2CI61
MA+ a 16/061
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Refer to Chapter 1, Section 3 for more information regarding expiration of passwords.

### User Access Revoked

User access can be revoked if too many incorrect attempts are made to access HSIS using the wrong password or the wrong user ID. If someone accidentally types the wrong user ID by mistake, they may inadvertently revoke someone else's user ID and not even realize it.

If the WIC user access has been revoked:

- During normal business hours, please call the NSB Helpdesk.
- After hours or during Holidays or Weekends, contact the ITS Helpdesk to have the password reset:
  - ▶ Provide your full name, county and seven-character user ID (Ex H2Cixxx).

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WELCOME TO ZSANC03 CICS TS22 TEST REGION FOR D.H.R.          CST048.SNI009

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cccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      sssssssssssss\
cccc\////////\      \\\III\\////////\      cccc\////////\      ssss\////////\
cccc\              III\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccccccccccc\      IIIIIIIIIIIIIi\      cccccccccccc\      sssssssssss\
cccccccccccc\      IIIIIIIIIIIIIi\      cccccccccccc\      sssssssssss\
////////\          \\\III\\////////\      \\\III\\////////\

                                ..fill in bill-code (as:bbb-ddd).      PF 1  Help
                                bill-cde ==> NAA-NER                    PF 3  Exit
Userid  ==> H2CI610
Password ==>
New Pswd ==>
User access has been revoked

News ----- PF 2  Zoom
*** North Carolina DHHS region *** TEST - PDM2 USER2PRD
To be used by authorized users on official business only.
Help desk (919) 855-3200
Press PF2 for more information ....

Wed Nov 24 11/24/04 9:24:10 term=@000/ZESS3180 sys=CICSNC03 cpu=SYSW H2CI61

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- After the password has been reset, create a new password.
  - ▶ Enter the temporary password given from the ITS Helpdesk.
  - ▶ Press the **ENTER** key.
  - ▶ Create a new password
- If a mistake is made while attempting to create a new password, error messages such as Invalid Password or Verification Failed may display.

- ▶ Type the temporary password in the Password field and
- ▶ Press the **ENTER** key on the keyboard to start over.
- ▶ Remember to follow ALL of the password rules when creating a new password.
- ▶ Go slowly and type carefully.

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WELCOME TO ZSANC03 CICS TS22 TEST REGION FOR D.H.R. CST043.SNI009

cccccccccccc\      IIIIIIIIIIIII\    cccccccccccc\    sssssssssssss\
cccccccccccc\      IIIIIIIIIIIII\    cccccccccccc\    sssssssssssss\
cccc\////////\     \\\III\////////\   cccc\////////\   ssss\////////\
cccc\              III\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccccccccccc\     IIIIIIIIIIIIIi\   cccccccccccc\   sssssssssss\
cccccccccccc\     IIIIIIIIIIIIIi\   cccccccccccc\   sssssssssss\
\////////\        \\\III\////////\   \////////\        \\\III\////////\
                                                                    PF 1 Help
                                                                    PF 3 Exit
..fill in bill-code (as:bbb-ddd).
Userid   ==> H2CI610          bill-cde ==> NAA-NER
Password ==> _              New Pswd ==>
Invalid password, please re-enter
News ----- PF 2 Zoom
*** North Carolina DHHS region *** TEST - PDM2 USER2PRD
To be used by authorized users on official business only.
Help desk (919) 855-3200
Press PF2 for more information ...
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Wed Nov 24 11/24/04 9:14:22 term=@000/ZESS0725 sys=CICSNC03 cpu=SYSW H2CI61
    
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WELCOME TO ZSANC03 CICS TS22 TEST REGION FOR D.H.R.

cccccccccccc\      IIIIIIIIIIIII\    cccccccccccc\    sssssssssssss\
cccccccccccc\      IIIIIIIIIIIII\    cccccccccccc\    sssssssssssss\
cccc\////////\     \\\III\////////\   cccc\////////\   ssss\////////\
cccc\              III\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccc\              iii\              cccc\              ssss\
cccccccccccc\     IIIIIIIIIIIIIi\   cccccccccccc\   sssssssssss\
cccccccccccc\     IIIIIIIIIIIIIi\   cccccccccccc\   sssssssssss\
\////////\        \\\III\////////\   \////////\        \\\III\////////\
                                                                    PF 1 Help
                                                                    PF 3 Exit
..fill in bill-code (as:bbb-ddd).
Userid   ==> H2CI610          bill-cde ==> NAA-NER
Password ==> _              New Pswd ==>
Verification failed, please re-enter OLD and NEW passwords
News ----- PF 2 Zoom
*** North Carolina DHHS region *** TEST - PDM2 USER2PRD
To be used by authorized users on official business only.
Help desk (919) 855-3200
Press PF2 for more information ...
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Wed Nov 24 11/24/04 9:15:48 term=@000/ZESS0725 sys=CICSNC03 cpu=SYSW H2CI61
    
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### User Already Logged on at Terminal Zxxxxxxx

When trying to log into the CICSNC25 application, sometimes the system will report that the

user is already logged in. If there was a brief disruption in power or network connection, the mainframe may think the user is still logged in to the session, even though the user was disconnected locally. The mainframe will usually drop an idle user session after about 20 minutes or more.

Terminal Session number

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WELCOME TO CICSNC25 DHR 'S 24 X 7 PRODUCTION REGION. CST017.CEV000

cccccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssssss\
ccccccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssssss\
cccc\              \      IIIIIIIIIIIII\      cccc\              \      ssss\
cccc\              \      iii\              \      cccc\              \      ssss\
cccc\              \      iii\              \      cccc\              \      ssss\
cccc\              \      iii\              \      cccc\              \      ssss\
cccccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssssss\
cccccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssssss\
\              \      IIIIIIIIIIIII\      \              \      IIIIIIIIIIIII\

..fill in bill-code (as:bbb-ddd).      PF 1 Help
Userid  ==> H2CI610                      bill-cde ==> NAA-NER      PF 3 Exit
Password ==>                             New Pswd ==>
User already logged on at terminal ZESS2741

News ----- PF 2 Zoom
*** North Carolina DHHS region *** PRODUCTION
To be used by authorized users on official business only.
Help Desk : (919) 855-3200

Press PF2 for more information ....

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Tue Mar 01 03/01/05 8:46:30 term=~482/ZESS3880 sys=CICSNC25 cpu=SYSA H2CI61

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- If the user logged into CICSNC25 from another PC work station, they should first properly exit out of that session on that PC work station before attempting to log into another session from the current PC work station. A user can only log into one session in CICSNC25 at a time. Refer to Chapter 1, Section 7 for information on properly exiting out of HSIS and CICSNC25.
- If the user forgot to log out:
  - ▶ Type in the WIC user ID and Password again
  - ▶ **STOP**.
  - ▶ Do NOT press the **ENTER** key.
  - ▶ Press the <F12> key to release the other session.

#### User Note

If the user was in an Issuance screen on the other session and logged out of that session using F12, they may get locked out of a voucher station. It is preferable to properly log out of that PC work station before attempting to log into another work station.

- If pressing the <F12> key does not allow the user to log into HSIS and/or there is another error message:
  - ▶ Wait 20 minutes until the system automatically logs the user out of the other session, -OR-

- ▶ Contact the ITS Helpdesk to have your WIC user ID forced off the system.
- ▶ Be sure to provide the session Terminal information (Zxxxxxxx) from the upper most left corner of the Host On-Demand/CICSNC screen (reference the screenshot at the beginning of this section):
  - DL3270SSL – this is the Host On-Demand software
  - C - A WIC agency user will see an A instead of a B or a C – this letter represents the number of sessions of Host On-Demand open at one time. Note: CICSNC will not permit a local agency user to log into the same region more than one time.

ZESS3880 is the Terminal Session number. Every time the user logs into Host On-Demand - DL3270SSL to get into the State Mainframe, they will see a different Terminal Session number.

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