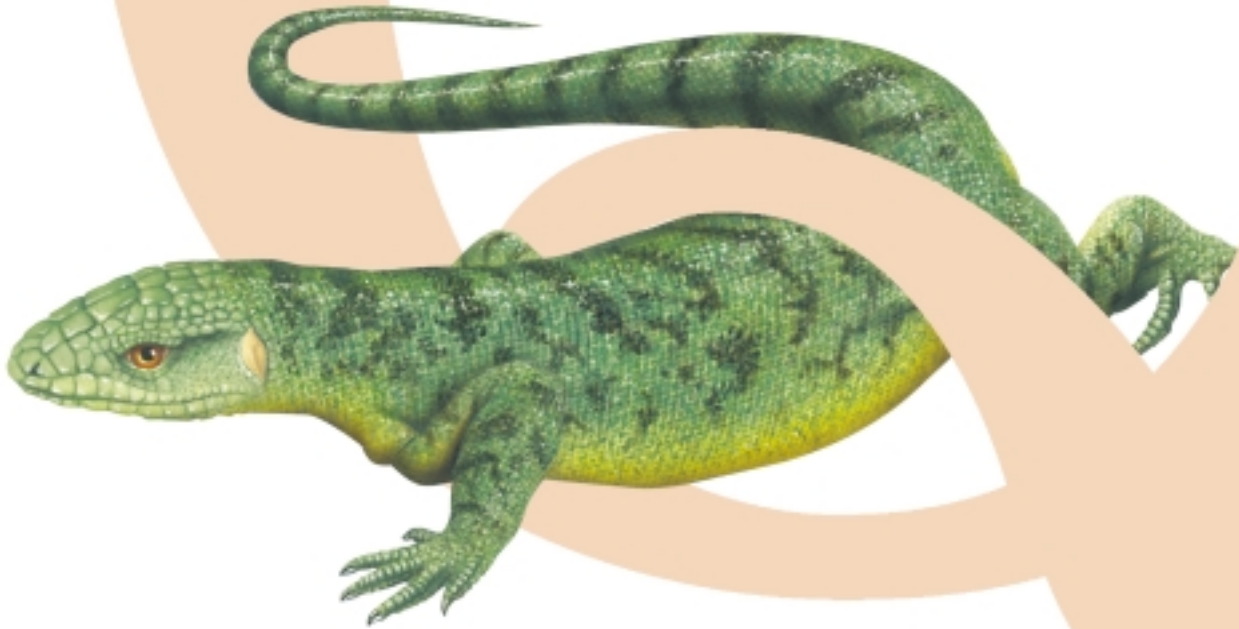


MESSAGE
monitor



Survival depends
on lightning fast
reactions



CCSS
Monitoring your system

Message management - the heart of IBM System i

- Functionally rich, QMessage Monitor helps organisations to simplify their messaging operations, making best use of their resources and time.
- The advanced level of automation eliminates the need for manual monitoring, allowing operators to become pro-active to system threats instead of 'fire-fighting'.
- Keep mobile and pro-active to serious threats with page, phone and email alerts.
- Streamline operations with calendar processing to determine which people need to be alerted based on their availability.
- Internal authorisation lists dictate individual views and answering capabilities of users. Keep sensitive messages secure and ensure a message is never seen or answered incorrectly by the wrong person.
- QMessage Monitor is able to monitor machines whilst in restricted state - enabling the organisation to make enormous potential savings.
- The enterprise management console interface brings critical System i information to cross-platform solutions via SNMP traps.
- The ability to automatically transfer control to the next nominated system during system failures, and back again when the system recovers, means messages are never missed.
- Guard against disks filling up unnecessarily by monitoring for looping jobs and optionally placing them on hold.
- Run a QMessage Monitor purge whilst the product is still active.



Message Management: Centralised visibility means centralised control.

- Create a central view of all system messages with centralised message management from one console.
- Extensive message filtering of all system messages. Filter repetitive messages, automatically answer others, escalate priority of important messages and notify operators of problems.
- Speech software and colour-coded messages make for a high degree of visibility and warning to ensure an important message is never missed.
- Automated responses via user defined rules.
- Maximise security through user defined authorisation lists, dictating the viewing and answering capabilities of individual users or groups of users.
- Change informational messages into inquiry messages, forcing the requirement for the messages to be answered prior to being removed from the console.
- Full audit trail of all messages and replies to messages, for easy audits.
- Add your own notes to messages in order to ensure that the message is handled correctly. Message notes within QMessage Monitor also support URLs.

- Monitor for looping jobs; be alerted in real-time should a message be received a pre-defined number of times within a certain timescale. QMessage Monitor has the ability to optionally put the job on hold whilst you investigate.

Escalation Procedures: Being kept informed means instant problem resolution.

- Escalate unanswered messages to authorised users or chain of users.
- Alerts sent via email, pager or mobile phone.
- Option to perform a step within an escalation procedure a nominated number of times prior to moving onto the next step.
- Run commands or programs from within an escalation procedure.
- Ensure availability of support staff via full calendar processing capabilities within QMessage Monitor i.e. shift patterns and holiday time.
- Escalate messages to an enterprise management console via SNMP.
- Support Groups can be used to ensure escalation to multiple users if necessary.

automation

ADVANCED SYSTEM MANAGEMENT

QMessage Monitor can reduce the unmanageable number of messages seen by operators, reducing the chance of errors and at the same time managing all systems from one console. Regardless of the applications you run, QMessage Monitor oversees and manages your System i.

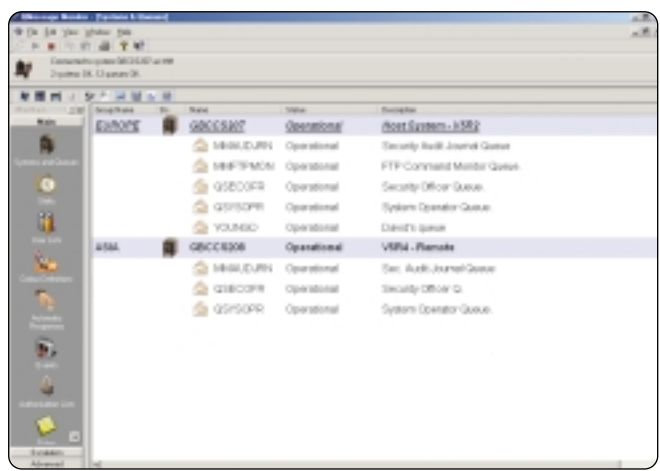


Event Monitoring: Ensure crucial jobs run as expected.

- Monitor for events that are expected to start or finish by a particular time e.g. end-of-day jobs.
- Receive real-time alerts of expected events that have failed to start or finish by a particular time.
- Escalate events in accordance with its importance.
- Full history log of specified events that have or have not occurred.

Real-time Security Monitoring: Ensure your System i is never breached.

- Monitor the Audit Journal for real-time security breach messages.
- Two way FTP command monitoring.
- Standard QMM filtering and escalation applies to Audit Journal monitoring.
- Choose which Audit Journal entries you wish to monitor for.
- Meet strict internal auditing standards and external legal obligations such as Sarbanes-Oxley, using the full history archiving functionality.



"On several occasions the CCSS solution has allowed us to rapidly prevent and resolve situations which would have resulted in severe outages."

Robert York, Newell Rubbermaid
Director of IT Operations and Technology

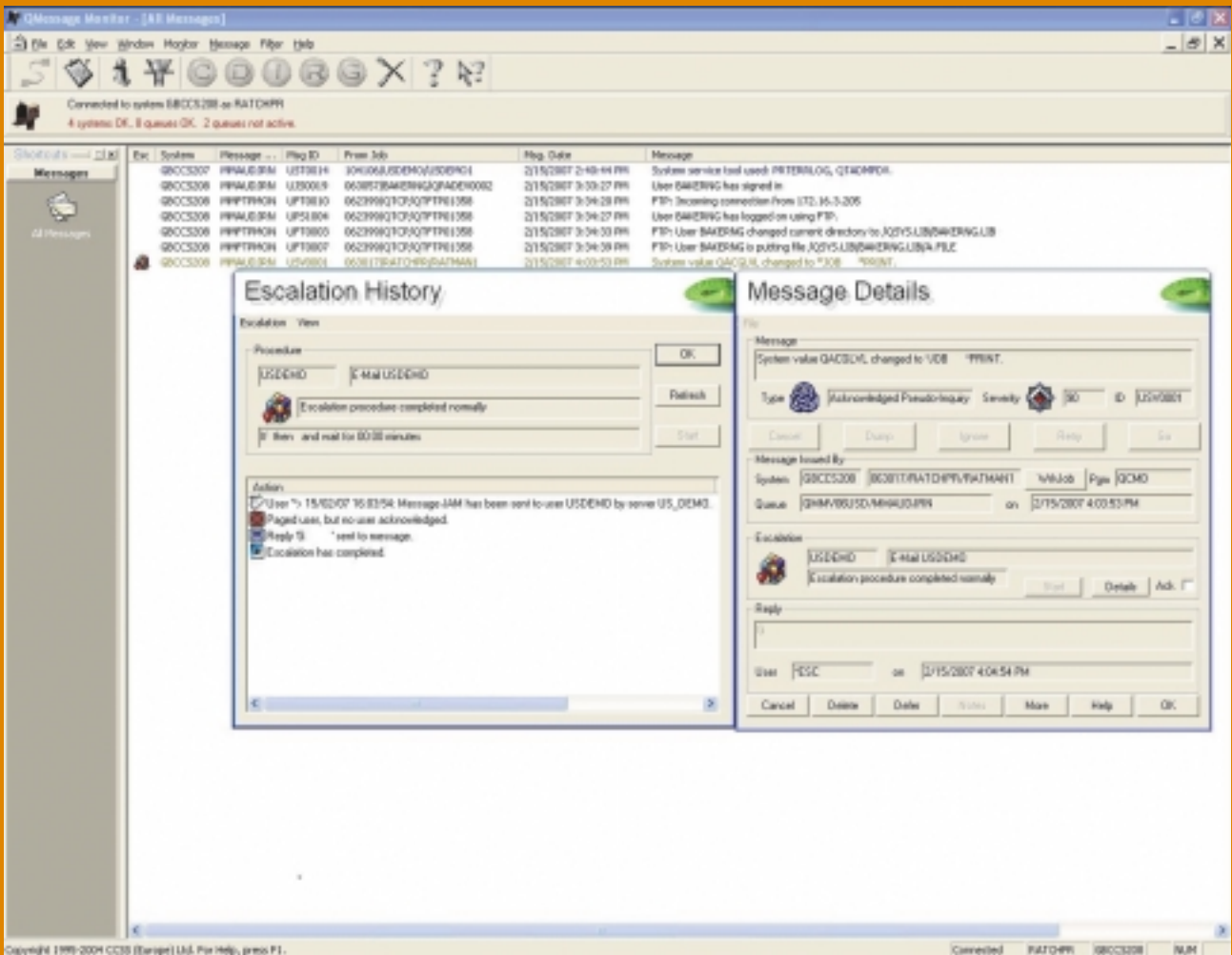


QMESSAGE MONITOR

CCSS created a range of powerful automated operations and monitoring software solutions specifically for the System i platform. Today these solutions are helping leading corporations from around the world to manage their systems effectively, worldwide.

QMessage Monitor provides the total solution to System i message management eliminating the need for manual monitoring. Capable of filtering, answering and escalating messages, QMessage Monitor makes easy work of message management. Now includes real-time Audit

Journal monitoring to simplify compliance with ever evolving standards. Automatic notification via audio, visual, phone and pager prompts allows staff to keep in touch with the system when working on other tasks.



REMAINING ALERT

The functionality of QMessage Monitor allows users to effectively manage the large number of messages that the System i generates.

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