

PRESS RELEASE

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For Immediate Release**

Get The Message - New Features For A Real-World Solution QMessage Monitor, Version 5

Gillingham, Kent, UK, January 2002 – CCSS announces the release of Version 5 for QMessage Monitor, their IBM iSeries message management solution. Version 5 boasts new features such as a complete PC maintenance module, enhanced escalation options, calendar processing and a monitoring feature to detect looping jobs.

Together with QSystem Monitor, a performance monitoring and reporting solution and QRemote Control which offers interactive, two way remote wireless management of the iSeries, QMessage Monitor makes up a core product suite developed by CCSS, the iSeries systems management software specialists. QMessage Monitor provides a central view of all system messages generated throughout an iSeries network (Screen Shot 1) and employs an advanced level of automation that filters, answers and escalates messages, allowing operators to take a more pro-active approach to message management. Paul Ratchford, Product Manager at CCSS, explains the objectives they worked towards in developing the new version: “We spend a lot of time working with customers at grass roots level and by understanding not only their needs for the system, but also the ways in which they work with the products, we’ve been able to develop the software’s technology in line with their ‘real-world’ working requirements. Version 5 of QMessage Monitor is evidence of that – we’ve very much kept the role and requirements of the operator in mind.”

The new PC maintenance module (Screen Shot 2) delivers a more intuitive and graphic presentation of details that the user can add, amend or delete directly, rather than performing these routine tasks on the ‘green screen’ of the central iSeries. The details can be entered while the

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monitor is running and will be dynamically updated on both the client and server machines. The user can also create a bespoke look to the PC console as it's fully configurable – from column widths to the way fields and background pictures are displayed. Operations can be streamlined through the new calendar processing feature which allows the user to set up support groups containing the availability details of all support personnel. The software will then automatically determine which person to contact at that time, based on their calendar availability.

The capabilities of the escalation procedures that bring unanswered messages to the attention of authorised users have been enhanced in Version 5. Users have the option of running a command from within an escalation procedure; also, they can choose to perform a particular stage of the procedure any nominated number of times (Screen Shot 3 shows a message being escalated).

Users will directly benefit from the new looping job monitor available in Version 5 as this feature guards against disks filling up unnecessarily in the event of a looping job. The monitor will detect the job that appears to be looping and give the user the option to place it on hold so they can be dealt with swiftly before it affects the system's performance. Other Version 5 features include the ability to run a QMessage Monitor purge whilst the product is still active, the ability to re-sequence automatic responses, utilise shift records that support multiple time values and new SNMP support.

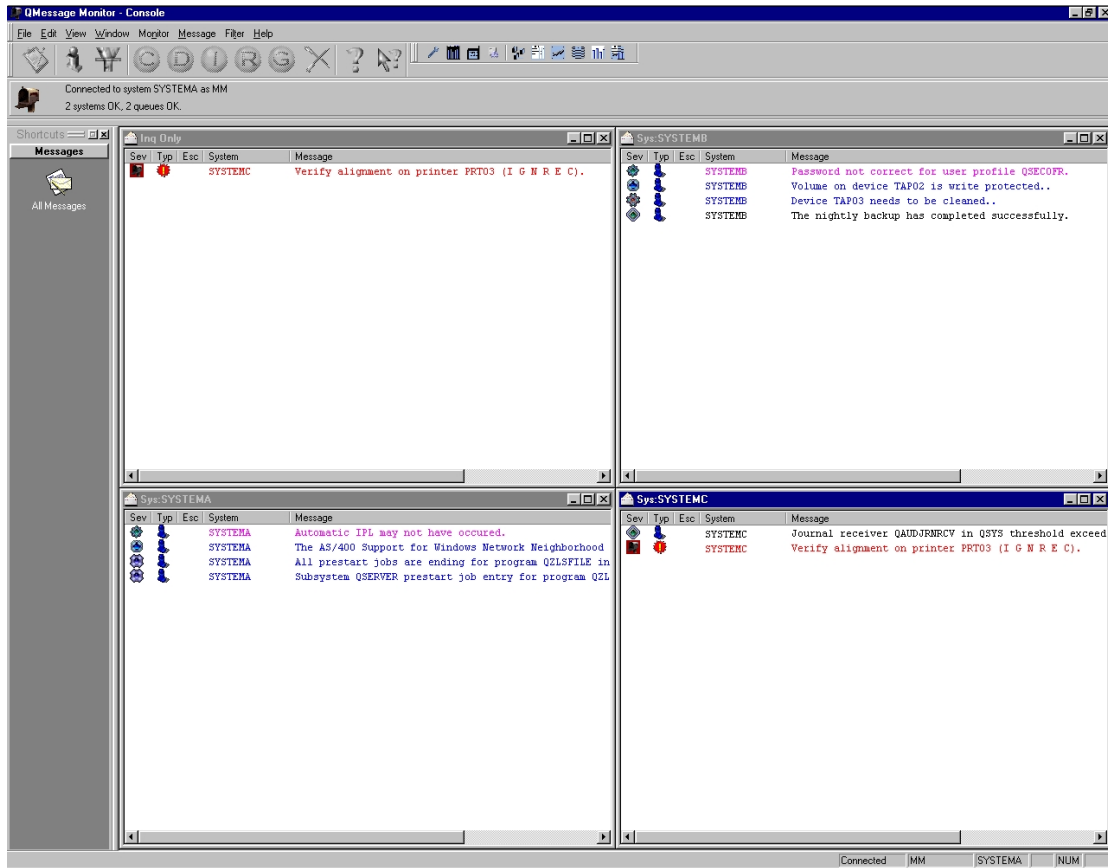
QMessage Monitor is the preferred choice of many of the world's leading companies across a wide range of industries including banking, insurance, pharmaceutical and manufacturing. QMessage Monitor, like all products in the CCSS iSeries systems management suite, is recognised and recommended by the IBM iSeries Systems Management Partner Group.

For more information about this press release please contact Greer Hahn: news@ccssltd.com

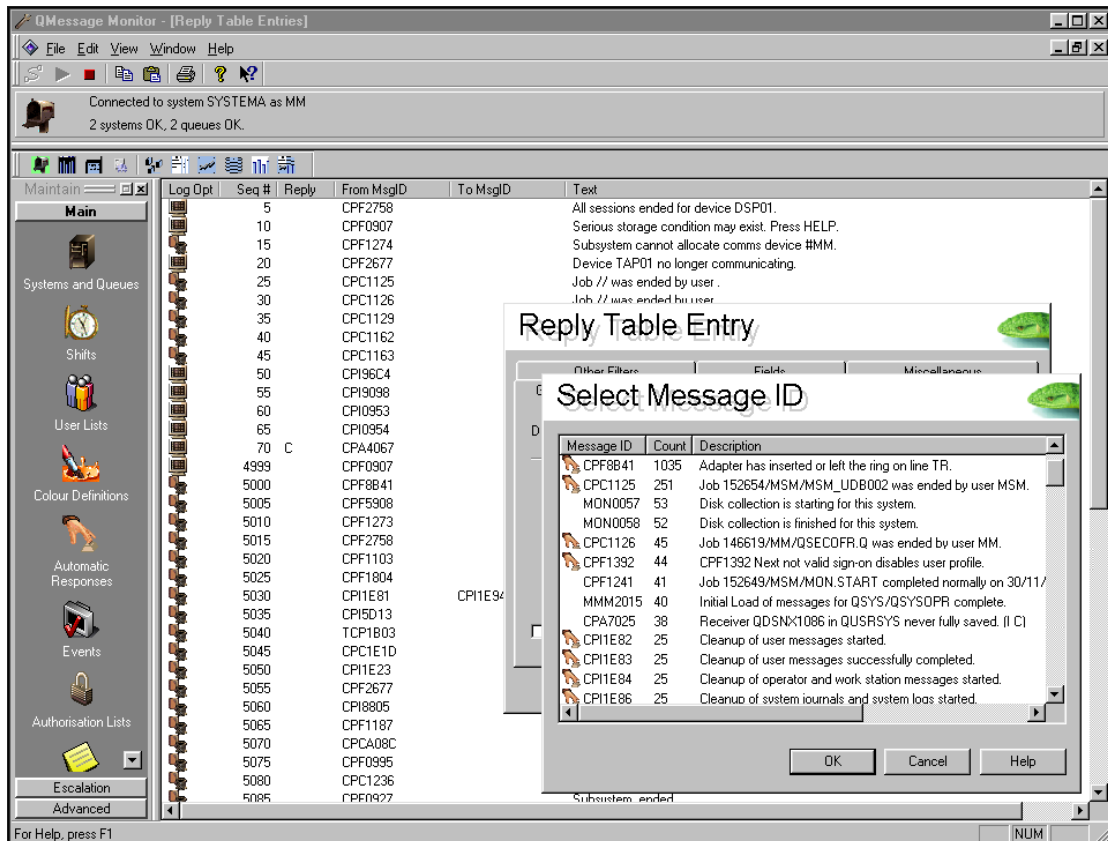
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Screen Shot 1



Screen Shot 2



Screen Shot 3

Message Monitor - [Sys:SYSTEMA]

File Edit View Window Monitor Message Filter Help

Connected to system SYSTEMA as MM
2 systems OK, 2 queues OK.

Sev	Typ	Esc	System	Message
			SYSTEMA	Starting communications with remote system.
			SYSTEMA	Contact established with system.
			SYSTEMA	Starting communications for queue QUSRSYS/QSYS0PR.
			SYSTEMA	Contact established for queue QUSRSYS/QSYS0PR.
			SYSTEMA	Local system sent SMA negative response data to controller SYSTEMB on device SYST...
			SYSTEMA	Starting recovery for QNM after communications failure.
			SYSTEMA	Local system sent SMA negative response data to controller SYSTEMB on device SYST...
			SYSTEMA	Starting backup system SYSTEMA for QNM.
			SYSTEMA	Subsystem MM in library MM starting.
			SYSTEMA	Initial load of messages for QUSRSYS/QSYS0PR.
			SYSTEMA	Controller SYSTEMB failed. Automatic recovery started.
			SYSTEMA	Controller SYSTEMB not replying. Remote system or configuration problem. (C R).
			SYSTEMA	Serious storage condition may exist. Press HELP.

Escalation History

Escalation View

Procedure: STORAGE Escalation procedure for storage problems

Escalation procedure completed normally

If then and wait for 00:00 minutes

Action

- Procedure STORAGE started by user MM
- User USERA sent message 'In system: SYSTEMA CFF0907 Serious storage condition may exist. f
- Sent message to user USERA, but not acknowledged.
- User USERB sent message 'In system: SYSTEMA CFF0907 Serious storage condition may exist. f
- Sent message to user USERB, but not acknowledged.
- User '12/12/01 13:24:50 Message DTG has been sent to user USERA by server QRC_1.
- Paged user, but none acknowledged.
- Reply 'G' sent to message.
- Escalation has completed.

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Connected MM SYSTEMA NUM 13:29