

PRESS RELEASE

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For Immediate Release

An IBM eServer iSeries with a view **QMessage Monitor keeps NT, UNIX, AIX and OS/390 in its sights**

Gillingham, Kent, UK, June 2002 – QMessage Monitor, the industry leading iSeries message monitoring solution from CCSS, now supports an interface into the end-to-end multi network monitor program Servers Alive, giving System Managers extensive views and alerts from any platform that supports IP together with the opportunity to escalate and manage these messages from their iSeries environment.

QMessage Monitor filters, answers and escalates messages generated by the iSeries server and provides a centralised view for effective message management. Real-time forwarding ensures important messages are never missed. Users who depend on the resilience that is synonymous with the iSeries server, can now extend this same degree of vigilance to include critical status data of services, processes and disk space on a multi-platform basis. The interface allows users to monitor any Winsock service, ping a host, check if an NT service/process is running, check the available disk space on a server, retrieve an URL, check their Domino service or even check their database engine.

The process for iSeries customers is simple: once the checks have been defined and set up they will be carried out to the users specified frequency. In the event that a check fails, denoting a status issue or disk space breach for example, an alert function runs a command to send a message back to a designated iSeries message queue where it will be immediately identified by QMessage

Monitor and escalated according to existing procedures. This escalation can run in accordance with many QMessage Monitor features such as Calendar Processing that 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.

Similarly, the interface allows iSeries staff to remain alert to checks on other platforms without compromising their mobility. CCSS's QRemote Control solution offers interactive, two-way remote wireless management of the iSeries and ensures important messages of failed checks can be sent directly to an individual's mobile phone, giving them the option to acknowledge, reply and even run a command that resolves the situation immediately, regardless of their location.

CCSS software solutions help some of the world's leading organisations to manage their iSeries networks. QMessage Monitor and QRemote Control, like all products from the CCSS systems management suite are recommended and approved by IBM's eServer iSeries Systems Management Partner Group.

For more Information on QMessage Monitor: www.ccssltd.com

For more information on Servers Alive: www.woodstone.nu/salive

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