

PRESS RELEASE

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For Immediate Release**

New Looping Job Detection and FTP Command Monitoring From CCSS

Gillingham, Kent, UK, December 2004 – CCSS, Advanced IBM Business Partner and leading eServer iSeries systems management software developer, announces availability of two new enhancement features to their key solutions, QSystem Monitor and QMessage Monitor.

The first new enhancement can be found within QSystem Monitor, CCSS's performance monitoring and reporting solution. A new command now allows users to monitor for 'looping jobs' i.e. those jobs using large amounts of CPU for a defined number of consecutive collections. Typically, these manifest as jobs running queries and are the type of rogue jobs that can suppress system performance by needlessly draining resource and slowing down productivity to the system's user community.

The command automates the users' ability to identify jobs using large amounts of CPU and then take action to either hold them or lower their priority, thus preventing them from holding up other important work on the system. A message can also be sent and escalated for immediate operator attention. The real-time process ensures that instant resolution of these problematic 'runaway' jobs can be achieved. The process also leaves a full audit trail for historical analysis and compliance with internal auditing controls. This provides an excellent means of understanding if these problems occur according to recurrent procedures or circumstances; trends of this nature can be fully investigated leaving organisations better equipped to reduce their likelihood in the future.

Paul Ratchford, Product Manager for CCSS explains the benefits to users, "This is a great new command for users of a demanding iSeries environment. If a customer is overseeing a complex

LPAR environment or perhaps a large distributed system, they can now on average identify these types of problematic jobs within 90 seconds. These are the very jobs that, left unattended, have the ability to bring down a system altogether and it takes a fair bit of detective work and analysis to even identify what happened after the event. The time saved on preventing any type of downtime situation can be immediately translated into money saved for the organisation.”

The second new feature has been added to the security and audit monitoring capabilities within CCSS's message escalation and management solution, QMessage Monitor. Now users can monitor the exact commands being used by individuals running FTP scripts on the iSeries. Upon doing so, the commands are sent as messages to the QSYSOPR message queue. Once again, this adds a new degree of visibility and accountability of actions to internal controls - an area of significant concern for iSeries shops that must conform to Sarbanes-Oxley or strict security and audit controls. Whilst access to the iSeries via FTP is always a sensitive issue, this new feature throws light onto the path giving no doubt as to not only the identity of the person gaining access but also what actions he or she carried out once inside. In many ways, such heightened illumination of the process can help to both debunk the shadowy suspicion of unnecessary risk in using the protocol and act as a deterrent for any attempted malicious breaches in security.

CCSS has worked closely with customers to create new features such as this as there is an increasing real-world demand for eliminating any 'grey areas' from essential daily processing tasks. Such work is changing the culture of large and multi-system computing, bringing the weight of responsibility for data security firmly into the IT Manager's department. In an age where modern commerce depends virtually wholly on the applications and systems used to support them, this trend for total accountability looks set to continue.

Both new features are available now and will be part of a larger general release in Q1 05.

QMessage Monitor is an Apex Award winning solution and like all products from CCSS, is IBM ServerProven for the iSeries platform. CCSS has regional headquarters in Gillingham England, Raleigh USA and Bonn Germany.

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