

PRESS RELEASE

**June 2004
For Immediate Release**

Right Tools for the Job: QMessage Monitor Version 6 Helps Operators Save Time and Increase Efficiency

Gillingham, Kent, UK, June 2004 – The latest mega-release of QMessage Monitor (Version 6), from iSeries software developer CCSS, has been designed to achieve two key objectives: The first is to expand functionality into a new area of security message monitoring for greater audit compliance*. The second is to add value to the solution by equipping operators with the most efficient methods for message management to make the best use of their time and skills. In achieving this second objective, CCSS has created a range of new enhancements within the Activity Log, Escalation Procedures and PC Console areas of the solution.

Three new features have been added to the functionality of the activity log. The first is a time stamp that provides details of the date and time that a message is received on the message queue and is recorded in the history file. Operators utilising history inquiries will benefit from the greater degree of accuracy that this new data provides in problem analysis and resolution tasks. The second is an enhancement to the MMLOGINQ command that allows users to save the variables entered and reuse these at a later date rather than re-entering this same information. The third feature provides an enhanced visual reference to message log inquiries as now operators can view them in their original console displayed colour, making instant identification of specific messages and groups of messages according to type, an easy undertaking.

Operators responding to severe messages that have been escalated can now run a new command (MMGETXTD) to retrieve up to 999 different fields holding message data. A new internal modem support feature gives users the option of utilising the internal modem that most new iSeries systems are supplied with, making best use of this existing resource. Users simply choose the preferable modem option when defining their pager configuration within the escalation procedure. Companies supporting a dedicated modem for 24/7 paging purposes will also find QMessage Monitor's additional level of support useful in this area.

QMessage Monitor's PC Console now benefits from additional functionality that allows users to instantly work with specific jobs. By right-clicking on a given message users can choose from three new options for working with jobs. The first option is to work with an individual job that is easily located in a new panel that launches the iSeries Navigator Jobs window. From here the user can work with all the normal OS/400 functions against a nominated job. This is especially useful for identifying and confronting problems associated with rogue jobs for immediate resolution. The second option is to work with jobs according to user profile; in this case the iSeries Navigator Jobs window is launched showing all the current active jobs for that user, again, normal OS/400 functions can then be carried out against a job. In the third scenario, users can launch the window according to job name and access all the current active jobs for that name before making use of OS/400 functions. Working with jobs in this way provides users with a logical access path between message and job management in their everyday operations and can reduce the time it takes to complete tasks.

Product Manager Paul Ratchford says, "With these features in particular, we've looked at some of the routine tasks performed by operations staff and created more efficient methods for them to

access the data they need to complete them. Even relatively minor changes that mean the difference from right-clicking the mouse to access what they need rather than starting new sessions and going into a whole other set of processes to get that information, can add up to significant time savings.”

Version 6 of QMessage Monitor is available from July. The solution helps some of the world’s leading organisations to manage their iSeries messaging environment to achieve high availability on a 24/7 basis. All CCSS products are IBM iSeries ‘ServerProven’ solutions. CCSS has headquarters in UK, USA and Germany and is supported in other regions by a global agent network.

* Details of new security-focussed features have been issued separately. Please contact CCSS for full details.

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

CCSS (Europe) Ltd 6 The Courtyard Gillingham Business Park Gillingham Kent ME8 0NZ England.
Tel: +44 (0) 1634 370 444 Fax: +44 (0) 1634 370 555
Email: info@ccssltd.com Web site: www.ccssltd.com

CCSS (USA) Corporation 3737 Glenwood Avenue Suite 100 Raleigh NC 27612 USA
Tel: + 1 919.573.6126 Fax: +1 919.573.6026
Email: us.sales@ccssltd.com Web site: www.ccssltd.com

CCSS Deutschland GmbH Hinter Hoben 149 53129 Bonn Germany.
Tel: +49 (0)228 9168-207/-417 Fax: +49 (0) 228 9168-102
Email: Info@CCSSEurope.de Website: www.ccssltd.com