
PRESS RELEASE

CCSS adds URL option in Version 6 of QMessage Monitor for i5/OS *Linking message ID to URL saves time in resolving issues*

Gillingham, Kent, UK and Raleigh, North Carolina, May 16, 2005 – In Version 6 of QMessage Monitor, CCSS has enhanced the auto-reply feature to link message IDs to a web page URL as well as to an object in a PC/server directory or to e-mail.

Added in response to user requests, this feature is particularly useful when support documents are stored on a web page or on a PC server. Instead of having to key all the information into the notes, the administrator can use the hyperlink to direct support to the correct document.

CCSS develops and markets the QSystems Management Suite of automation software for the IBM iSeries i5/OS. QMessage Monitor frees operation staff to focus on critical messages by automatically answering and tracking informational and non-urgent messages.

“We are providing operators with more information at the click of a button,” said Product Manager Paul Ratchford. “An iSeries message has good technical help that explains what the problem is, but each site may have a different procedure for resolving the problem that the message highlights. We have provided a portal through which the operator can access this additional information. The message ID can be hyperlinked to a web page or to a document on a server, or can launch the operator’s e-mail to alert somebody of the problem.”

The main benefit is time saving, which translates into lower costs and more efficient systems. It also assists in training operators, and assures the IT manager that all operations staff know how to follow the same procedure.

Other V6 Enhancements

V6 of QMessage Monitor also includes enhancements to:

- Installation (submit remote updates and customer objects pre-check)
- Starting and Ending Monitoring (new MMSTRCLCLQ command)
- Escalation Procedures (new variable value support for escalation commands and new value for auto-deleting messages)
- Auto-reply Maintenance (new field selection values and new URL interpretation for message notes)
- FTP Monitoring (new FTP command monitoring)
- General (new command prompt values)



For more details, send an email to info@ccssltd.com.

Availability

Version 6 of QMessage Monitor from CCSS is now available for download at www.ccssltd.com. In recognition of the product's unique features, IBM is also shipping QMessage Monitor with the iSeries i5/OS operating system, on a "try and buy" basis.

About CCSS

CCSS, an Advanced IBM Business Partner, develops systems software for the IBM eServer iSeries, and markets its solutions worldwide, both directly and through a network of agents.

The CCSS QSystems Management Suite includes:

- QMessage Monitor, which frees operation staff to focus on critical messages by automatically answering and tracking informational and non-urgent messages
- QSystem Monitor, which allows users to centrally manage their systems proactively by providing a real-time view
- QRemote Control, which delivers the power to manage the iSeries directly and securely from a mobile phone

All CCSS solutions are certified by IBM as Server Proven. In developing its innovative and functionally rich solutions, CCSS listens to customers and participates in several important IBM partnerships. CCSS belongs to the IBM iSeries Tools Network Program and the IBM Advanced Level Business Partner in Development and Solution Development groups.

CCSS customers include such high-profile firms as Volvo, Newell Rubbermaid, Mattel, and Royal Bank of Scotland International. The company is based in Gillingham, Kent, England, with regional headquarters in Bonn, Germany and Raleigh, North Carolina, USA.

For more information and white papers on how the QSystem Management Suite can be used for event management, systems availability, message management and Sarbanes-Oxley compliance, visit www.ccssltd.com. Contact CCSS via email info@ccssltd.com or by telephone at +44 (0)1634 370444 in the UK (international) and at 919 573 6126 in the U.S.

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