

## **Going Granular: QSystem Monitor Offers 12 New Data Definitions for Enhanced Security and Detailed Job and Performance Status**

**July 28, 2010 – CCSS**, the systems management experts for IBM i and Power Systems platforms, today announces the release of twelve new data definitions for their leading performance monitoring and reporting solution, QSystem Monitor (QSM). The new data definitions provide QSM users with the opportunity for greater insight into any potential problems on the system without carrying out a protracted investigative process, saving them valuable time in their daily tasks and reducing the risk of threats to the system's availability.

Monitoring the communication status of an IP interface has been a long standing feature of QSM which users have deployed to support their availability monitoring protocols. The method relied on TCP Ping technology to return either an active or inactive status at intervals determined by the user. As part of the new data definitions, CCSS has created a unique alternative means for users to check the status of an IP address that bypasses traditional TCP protocols. This new monitor type, which is ideal for environments in the gaming industry where sensitivities to security via TCP are especially rigorous, returns the current status of a single interface, and also supports commands that will allow the user to start and end the interface. The status is returned as a number which is translated to the status using the threshold.

Many of the new data definitions address the considerations of job monitoring. As IT Managers know, important batch jobs can be delayed in their processing if they are put on hold, when the queue they are waiting in is put on hold, or if they are in a queue which is not attached to a subsystem. Whilst the ability to hold jobs in this way is both useful and necessary, particularly when scheduling the running of large jobs during off peak hours, this can cause problems for the operator if they are unaware that a hold status exists at the job, queue or subsystem level. The following four new data definitions tackle this issue by offering immediate visibility of the following job status profiles: the number of batch jobs that are currently held on job queues; the number of jobs that are currently waiting on held job queues; the number of batch jobs on job queues which are not attached to an active subsystem; the total number of batch jobs waiting to run, both on job queues and scheduled.

Three new data definitions have been created to show the number of batch, interactive and total number of jobs that have finished but still have printed output on output queues. Paul Ratchford, Product Manager for CCSS explains the benefits of these new definitions for users, "Having immediate access to this type of information is very useful as it conforms to the principle of a 'management-by-exception' environment. In this case, you don't need to know when new output queues are created, or monitor every single one on the system because it will show up in these totals and anomalies will be immediately obvious. Previously, if you added

new applications that generated output queues, you may not have even known about them until there was a problem. These new parameters offer users a much more granular view.”

New data definitions now show users the total number of jobs in the system and total number of jobs in the system as a percentage of the configured maximum. These figures include all job types including subsystem monitors and system jobs. This provides an extra level of security for users as they now have an at-a-glance reference of these figures through QSM’s Online Monitor. In an extreme example of looping jobs, or if a job submits another job where the spool files are small and therefore CPU not great, these could be detected in the total job count very easily. If a system is approaching the maximum number of jobs allowed without knowing it, operators could face a system failure at worst, and at best, delay important processing as the system blocks them from starting or submitting new jobs. Thresholds and associated alerts can be attached to this total number or percentage view to ensure this number is not exceeded.

Each time a permanent or temporary object is created on the system, it uses either a unique permanent or temporary address. Each system has a finite (albeit very large) number of permanent and temporary addresses and if this is exceeded, i.e. if it reaches 100%, the system will abnormally terminate and require a scratch installation from backup tapes. Again, in a looping scenario, huge amounts of CPU or I/O may not necessarily be generated but the number of permanent or temporary addresses could be increasing rapidly. To eliminate this particular threat to the system, two new parameters can be utilized to return either the percentage number of used permanent or used temporary addresses.

For more information on CCSS and QSystem Monitor, please visit:

<http://www.ccssltd.com/products/qsystem-monitor/features.php>

## **ENDS**

### **About CCSS**

CCSS develops, supports and markets IBM i (on Power Systems & System i servers) performance monitoring and reporting, message management and remote management solutions. An Advanced IBM Business Partner, CCSS develops powerful solutions to support some of the world’s most demanding IBM i environments across many industries including insurance, banking, pharmaceutical and manufacturing. Existing customers that rely on CCSS’s feature-rich solutions include leading organizations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, and Siemens Healthcare.

CCSS is headquartered in Gillingham, Kent, UK with key regional headquarters in Raleigh, North Carolina, USA and Bonn, Germany together with a global agent network spanning Austria, Portugal, the Netherlands, Switzerland and Sweden.

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