

CCSS NEWS AND UPDATES

Pro-Active Systems Management Solutions for the IBM System i

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ISSUE 21

The text "Merry Christmas!" is written in a large, red, cursive font. The letters are decorated with candy canes, which are red and white striped and have a red tip. The text has a slight shadow effect.

Season's Greetings...
Wishing you all a very Merry Christmas and Happy New Year
From Everyone at CCSS

COMPANY NEWS

CCSS Announces South East Asia Subsidiary

CCSS (Asia) sells to and supports local and multinational firms

December 11, 2006 – CCSS, which develops and markets the QSystem Management Suite of monitoring and messaging software for the IBM System i (formerly known as the IBM iSeries and IBM AS/400), has established a South East Asian subsidiary in the Philippines. CCSS (Asia) is directed by Edward Felicen E. Soro, announces Paul Wright, CCSS International Account Manager.

"We are delighted to have this base from which to grow our business in this rapidly expanding area. CCSS (Asia) customers will benefit from having highly trained sales personnel and first-level support based in the region," said Wright. [Click here for full details](#)

CUSTOMER REMINDER

Keep your IBM System i up to date with the latest critical support updates, features and security updates. Upgrade all CCSS products to the latest releases available through the secure technical support section of the CCSS website. **Please note:** QSystem Release 11 - Modification Level 140 is the final release and will not be developed any further. For any technical assistance please contact uk.support@ccsseurope.co.uk

LAST GA DATE : 06.12.06

<http://www.ccssltd.com/support/downloadsoftware.jsp>

PRODUCT	RELEASE	MODIFICATION LEVEL
QSystem Monitor	11	140
QSystem Monitor	12	003
QMessage Monitor	6	63
QRemote Control	2	53

TECHNICAL TIP

By Kurt Thomas



QSystem Monitor V12 - The Good Path

When you start using QSM V12, you have a philosophical choice before you: light or darkness, past or future, the Good or the Dark Side of the Force. On the one hand, you can use V12 as if it just were a souped-up V11. It's perfectly possible to do so. On the other hand, you could make a fresh start with V12, a start that will allow you to reap the full benefits of the hottest QSM version in a decade.

The following lines are for those that choose the second path.

The Hierarchy of Things

Let's start with a familiar concept, the element. *Elements* are individual checks that have been set up in QSM. Examples are the "CPU", "AUX", and "RSP" checks and their respective bars.

Elements in V12 are contained within *groups*. For instance a "File sizes" group could display the sizes of some selective files; a "Device Status" group could show the statuses of several devices, and so on. On the screen, groups are displayed as windows that contain elements.

Groups can also be linked to other groups to form a hierarchy. So you could have a "Device Status" group with *subgroups* for "Tape Devices Status", "Printer Devices Status" and "Optical Devices Status". A parent group and its subgroup are displayed in two separate windows. The "parent" group displays a summary element for the subgroup. This summary element reflects the value of all elements of the subgroup. You can configure how this summarization is done. For instance, you can set the summary element to display the *sum* for a subgroup of file size elements, or the *average* for a subgroup of response times.

Groups are contained in *documents*. We had documents in previous versions of QSM, too, although we did not push this term. When you opened up "MY_SYSTEM" in the Monitor, you were really opening up the "MY_SYSTEM" *document*. Think of a document as a particular view of the checks that are set up. V12 supports single-system and multiple-system documents. This simple change means it is now very easy to create a view across multiple systems. Think "CPU for each system" or "Response Time for each system".

The Three Questions

With V12, a large number of new checks are available for you. These enable you to observe your systems in much more detail than before. By default, only the checks that already existed in V11 are active after your upgrade to V12. You can then delete or add to those checks.

Managing your checks in V12 means you have to make decisions about the three following questions:

- 1) What can be measured?
- 2) What should be measured?
- 3) How do I best convey the measured information?

The first question leads us to what I call the Big List, which is the list of all the checks that V12 is capable of using, or of all data that it can measure.

The second question touches on the fact that the Monitor is an end to a need—a tool you use to improve the reliability, accountability, speed and efficiency of your IT services. To determine which checks you should employ, you need to first get an idea of what QSM can measure, and then see which information can help you in achieving the above goals.

The third question is concerned with how you can best relay the collected information to your users. This leads to information reduction techniques employed in V12, and to the reimplemented notifications and thresholds.

In the following issues of this newsletter, we will tackle each of these questions in turn, to help you form your own ideas of QSM and how you can best put it to use in your environment.

Until then, peaceful holidays to all of you and, as we say here in Germany, “may you slide well into the new year!”



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