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COMPANY NEWS



The End of Disk is Nigh... QSystem Monitor Helps System i Managers Predict the Future

July 11, 2007 – CCSS, The monolithic release of this year's QSystem Monitor V12, from IBM System i solution developer CCSS, includes compelling predictive projection functionality that can be applied to virtually all system elements. The new capability gives Managers a valuable, action-critical time frame to stave off the consequences of escalating resource usage including temporary storage, response times and the number of transactions per hour on the system.

Creating a map of expected resource levels is achieved by calculating the rate of historical use. Paul Ratchford, Product Manager for CCSS says, "It's a very useful tool to be able to say, based on our past use history, we will effectively run out of disk on this day in the future unless we implement a clean up. A visual report that can be easily shared and understood can make for a persuasive argument as to forthcoming budget priorities or actionable tasks." For disk predictions, Managers can also choose between views that show daily use in a month period or monthly use in an annual period.

[Click here for more details](#)

CCSS Brings Visibility to the True Cost of System Performance Problems in Newly Published White Paper

August 20, 2007 – A new white paper has been published by IBM System i solution specialists, CCSS, that helps IT Managers to put a price on the cost of their ongoing performance problems. Available as an exclusive download on the CCSS web site, the white paper examines the performance issues that have typically proven most costly amongst System i users and those that are most demanding of Managers' time to both identify and resolve.

The technology infrastructure that supports most organisations today is under increasing pressure to deliver not only an extremely high standard of functionality but also at an increasingly reduced cost. CCSS has identified the burden on Managers that are juggling the demands of budget limitations and performance delivery standards. The white paper offers practical guidance on how to master these parallel challenges to greatest effect. [Click here for more details](#)

[CLICK HERE TO DOWNLOAD OUR FREE WHITE PAPERS:](#)

- [SYSTEM MONITORING - Seeing is Believing for IBM System i Managers](#)
- [AVAILABILITY MONITORING ON THE IBM System i](#)
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- [SYSTEMS AVAILABILITY ON THE IBM System i](#)
- [MESSAGE MANAGEMENT ON THE IBM System i](#)

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TECHNICAL TIP - By Kurt Thomas QSM V12 - At the Limits

Welcome back to our technical tip! In the last technical tip, I walked you through setting up new Ping elements and displaying them in a group. Today I will introduce you to the new threshold capabilities of QSM V12.

While in V12 thresholds still have the same underlying function of providing "limits" for a measured value, the new thresholds in V12 are a vastly improved feature, and will allow you to tailor notifications to your requirements.

The product documentation explains the new features in great detail, but for your benefit, the following is a high-level summary of the main differences:

1. Multiple thresholds per element. In V11, there were only two thresholds for each element: A maximum limit and a minimum limit. In V12, you can assign as many thresholds to an element as you want to. Think "High CPU", "Very high CPU", and "Dangerously high CPU" thresholds. We actually don't call these "thresholds" any more; they are now known as "threshold entries". The term "threshold" signifies a set of "threshold entries" that can be applied to an element in one swoop.

2. A threshold need not be assigned to an element. You can create thresholds now, but assign them later. Or you create a model threshold, and then create copies with slightly different settings. You can build up a whole repertoire of thresholds and pick them as you see fit. In contrast, a V11 threshold and its element were bound to each other for eternity. Kind of romantic, but we went for something more pragmatic in V12.

3. Thresholds on text values. There was just the slightest trace of this in V11 (in the Active Jobs

user-defined bar). In V12, there is native support for elements that return text. This is a perfect fit for elements that return a status code, e.g. Job Queue Status. The default threshold just passes on the input text value unchanged, which can be handy for user-defined elements.

4. New meanings of the terms "global" and "local" thresholds. In V11, a global threshold was globally visible and globally assigned to an element. In V12, you can have locally assigned global thresholds. Yes, you may want to re-read that to appreciate the full taste. Global thresholds can be assigned locally. This is how it works: In V12 a "global" threshold is one that all clients can see. (It is still stored on the host.) The global threshold can, but does not have to be, assigned to an element globally. A user can choose to assign a global threshold to an element, but only locally on his PC. The effect is that the corresponding notifications only happen on his PC, not on anybody else's.

5. Richer threshold output. In V11, the notifications that a threshold could trigger were: sound an alarm, flash the bar, set system icon, and send a message on the iSeries. In V12, you have the new options of setting a short and a long text for the element, of assigning a custom icon, of assigning a custom colour, and of playing a custom sound. (The sound is stored on the host, if it's a global threshold. If you have a very fast connection, you could have a complete jazz album play when your system CPU exceeds 99 percent. Of course, after testing that functionality, you will have to do a lot of explaining.) Each of the multiple threshold entries for an element has its own notification settings.

6. Threshold severity. Each threshold is assigned a severity. This is used in two places: within the Online Monitor, for structuring the displayed data, by allowing filtering and sorting of elements based on their current severity and by displaying the current severity; and secondly, in messages sent on the iSeries. Thus the severity can be passed on to outside software (with which we mean QMessage Monitor, of course).

7. Threshold scope: You now can specify default and override thresholds. A "default" threshold applies to any system. An "override" threshold applies only to selected systems, where it overrides the default threshold.

8. Group thresholds: You can assign a threshold not only to a single element, but to a whole group. That is the kind of group we created in the previous technical tip - a group of elements that are displayed in their own window. This kind of threshold is best used when all the groups' elements are of the same data type, e.g. all elements are TCP Ping elements.

9. Thresholds can be set to trigger speech output or to not use speech.

10. Thresholds can be set to be triggered only when the threshold value has been exceeded more than *n* times, where *n* is a number that is configurable by the user.

We have also implemented two particularly useful views for showing you which elements reached any thresholds. These are the Current Thresholds and Thresholds Log views, available from the View menu. Both views present you with a list of elements which had reached a threshold ("selected" a threshold in QSM-speak).

The Current Thresholds is a real-time view of exceeded thresholds at this moment; the Thresholds Log, a log of exceeded thresholds during the current session of the Monitor client. They both very nicely complement the normal system views; and I recommend keeping the Current Thresholds window opened at all times so that you can see at a glance any troublemakers.

There you go --- I just wanted to explain a bit of the background before we configure the thresholds. And immediately I find myself raving about the new features again. For the next instalment, however, I promise it will be more practical. Till then - may all your systems run well!

If you would like any additional technical assistance please contact us at support@ccssltd.com and we will be happy to assist you.

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CUSTOMER REMINDER



Keep your iSeries system 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. For any technical assistance please contact.

support@ccssltd.com

[QSystem Monitor Release 11 - Modification Level 140](#)

[QSystem Monitor Release 12 - Modification Level 004](#)
Now Available! Please contact your account Manager.

[QMessage Monitor Release 6 - Modification Level 064](#)

[QRemote Control Release 2 - Modification Level 055](#)

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