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COMPANY NEWS



CCSS Publishes Availability Monitoring White Paper to Help IT Managers Build a Path to Profit

May 24, 2007 – CCSS, announces today the publication of a new white paper surrounding the subject of availability for IBM System i (iSeries) Managers. The Document offers a professional perspective on the hotly debated availability issue, what it means to key groups in small and large organisations and provides a practical guide to resolving costly incidence of unplanned downtime.

Paul Ratchford, Product Manager for CCSS, explains why this issue is so strongly felt in the iSeries community, "Although the iSeries platform itself is known for its stability, a lack of availability is a problem that can affect any organisation to varying degrees. Those degrees are measurable and can be pinpointed to a dollar figure which can be quite alarming. The onus is on system managers to tackle the issue in such a way that, short of the most extreme and unforeseen circumstances, there is no likelihood of unplanned downtime. In speaking to customers and users alike, we can see a majority trend moving increasingly towards a zero tolerance status as far as unplanned downtime is concerned."

[Click here for more details](#)

CLICK HERE TO DOWNLOAD OUR FREE WHITE PAPERS:

- **AVAILABILITY MONITORING ON THE IBM System i EVENT**
- **MANAGEMENT ON THE IBM System i**
- **SYSTEMS AVAILABILITY ON THE IBM System i**
- **MESSAGE MANAGEMENT ON THE IBM System i**

Transportation and Logistics Giant Con-Way Chooses CCSS to Add Value to Systems Management

June 20, 2007 – CCSS, the systems management specialist, has been selected by Con-Way Inc to support daily operations on their IBM iSeries platform. The iSeries forms part of Con-Way's larger technology environment and together with their approach to innovation and management, has contributed to their commercial success and recognition as one of 'America's Most Admired Companies'.*

Con-Way's \$4.2 billion global enterprise serves in excess of 400,000 customers and employs over 20,000 people. The technology embraced by the company supports the corporate vision of providing excellent service to customers, efficient operations, employee satisfaction and superior return on shareholder investment. Each solution, platform and component has a part to play in fulfilling this criteria and ensuring that the company's freight transportation and logistics system operations run smoothly and consistently. [Click here for more details](#)

TECHNICAL TIP - By Kurt Thomas

QSM V12 - A Ping in Time...

Some of you, dear readers, have upgraded to V12 by now, and you see for yourselves just how much of a jump that major version was. Others still have that step before them. For both the initiated and the un-initiated, we will delve right into V12 today.

The assignment: To check if a number of Windows servers can be reached, over the network, from the QSM host. We'll use a Ping element for this, which is the QSM equivalent of the ping command-line tool.

We will create several new elements, one for each Windows server that we want to monitor. We could just stick them somewhere with the other bars, such as CPU, AUX, MCH and so on -- but that is not the V12 way of doing things! That would be the V11 way, and we will leave that behind us today. No, we will create a separate *group* for the new elements.

A group is shown as a subwindow of the current document window. When you first install V12, any system document already contains two groups: one for all the bars that you would also have in V11 (CPU, ...), and one for all the text definitions. We will create a new group now to house the new elements.

Right-click anywhere in the document window. From the right-click menu, select Create New Group. Now make the following settings:

- Group: Bar Group
- Open with System: (checked)
- Description: "Windows Servers' Availability"
- Short Description: "Windows Servers"
- Create in System only In the tree display at the bottom, highlight the User Text icon by clicking on it

Click OK. This will show you a large dialog titled "Windows Servers' Availability Group Properties". In the tree structure on the left, select "Additional data for this system ". You will see two lists in the right-hand pane: "Available items" and "Selected items". "Available items" contains all elements that are already being measured for the system, e.g. CPU. "Selected items" contains all elements that will be displayed in the current group.

The new elements are not being measured yet, we need to set them up first. This is new in V12. In V11, all that could be measured was already being measured, excepting user-defined elements. In V12, only the "classic elements" like CPU are measured out-of-the-box. For the others, you have to *tell* QSM to measure them. To do so, click on the "Add" button at the right-hand side now.

You are now in the Data Definition dialog. This and the preceding dialog have a host of options, but don't let it scare you off. First, locate the "Data Type" listbox. This list contains those things which QSM V12 is capable of monitoring at all – in other words, it's the Big List of checks. From the list, select the TCP Ping.

At the right-hand side is the list of parameters for this element. The parameters are "TCP/IP Address" and "Job Priority", respectively. In the TCP/IP Address line, click once in the right-hand (Value) column, wait a second, then click again. Then enter the address of the first Windows server, either in numerical format or as a name that is be DNS-resolved on that iSeries.

Click the OK button on the left-hand side. You are now back in the Group Properties dialog. A new element has been added to the selected items, called "Round trip time to *system_name*". This is the check that you just configured. To add in more Windows servers, click on the Add button again, specify a new TCP/IP address, and click OK. You can set up as many of these checks as you wish to.

When you are finally done, then in the Group Properties dialog, click the OK button. You will find new rectangles being displayed in the Text Definitions, one for each element you configured. Their initial caption will be "*system_name* N/A", which after a short time will be replaced by "system name " and a number or text. If the element is green, your system is available and the number indicates the ping time.

In the next instalment, we will go into setting up the new, improved thresholds, so you can customize the notifications for these bars, and I will show you how to create subgroups for servers in different locations. Stay tuned for more!

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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As an existing customer of CCSS, you will continue to receive our regular email newsletter. If you would prefer not to receive future copies, please send us an email to news@ccssltd.com with the word UNSUBSCRIBE in the subject heading.

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