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## COMPANY NEWS

### CCSS Extends European Reach with new Resources for Swiss and German Markets

September 19, 2007 – CCSS, the IBM System i monitoring solution specialist, today announces an extension to their European sales organisation. The sales expansion builds on two key European markets, Germany and Switzerland, with the appointment of key senior sales executives. Rainer Nickel joins the existing German sales team and Manfred Petersen is responsible for increasing CCSS sales in the Swiss market.

The recent expansion marks CCSS's ongoing confidence in the European server software market. Industry Analyst IDC agrees the German server market continues to experience healthy trends in 2007 with IBM, the leading vendor, enjoying a 30% market share of the total unit shipments which are close to 89,000 according to their German Quarterly Server Tracker.

[Click here for more details](#)

## PULSEN

### Northern Exposure: Pulsen Sign on as Nordic Agent for CCSS

October 24, 2007 – CCSS, announces Pulsen Systems Solution AB, (Pulsen) has been named as the sales and support agent for CCSS's IBM ServerProven systems management solutions in the Nordic region covering Sweden, Finland, Denmark and Norway.

The core CCSS family of solutions (QSystem Monitor, QMessage Monitor and QRemote Control) will be offered under Pulsen's 'SAFE' concept of pre-packed solutions to IBM System i customers in the region. With over 40 years of experience in the Nordic market and an annual turnover in excess of 1.1 Billion SEK, Pulsen will leverage their existing Premium Partner IBM relationship together with their strong product knowledge of CCSS solutions to target the estimated 3-4,000 System i customers in the Nordic region.

[Click here for more details](#)

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## TECHNICAL TIP - By Paul Ratchford QSystem Monitor V12 - What's up doc...

Time and time again we at CCSS get asked about "Availability Monitoring". The questions may vary

- How do I meet a Service Level Agreement?
- How can I stop my users complaining that the system is not available?
- How do I know what percentage of the day the system was available to the users?

But the underlying query is the same, namely, "How can I graphically show System Availability?" The solution is surprisingly easy. Initially you have to decide what metric you are going to use to determine availability. It could include any of the following:-

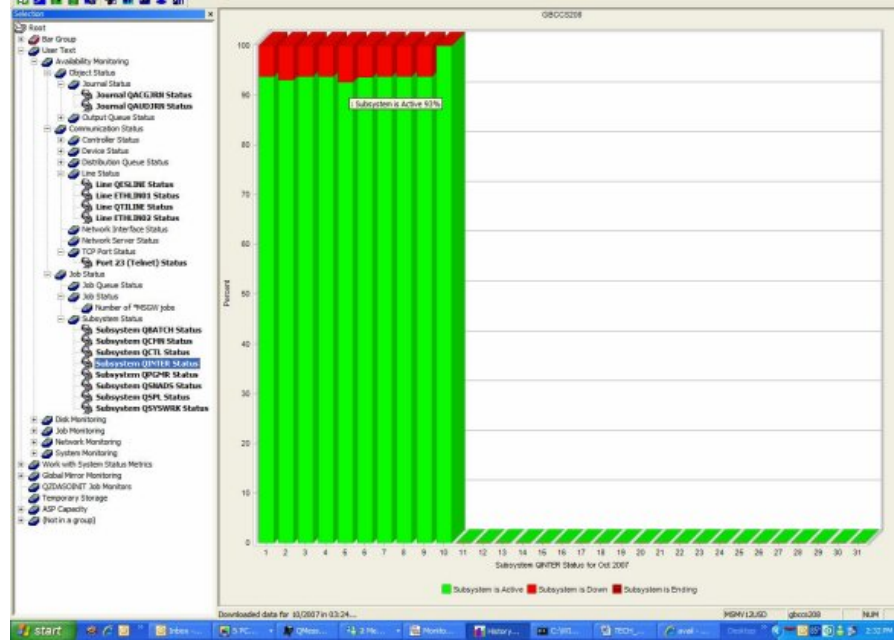
- The presence of an active job in a subsystem
- The presence of a TCP listener on a port
- The presence of an active subsystem

Let us use the subsystem as an example. All CCSS data definitions have threshold records associated with them. The subsystem monitor has 3 associated with it:-

- A : Subsystem is Active
- D : Subsystem is Down
- E : Subsystem is Ending

The real-time monitor uses these records to flash warnings and send messages. However the History Summary module uses these thresholds to translate actual values into percentages. A picture speaks a thousand words so let's examine the following:-






We can see that subsystem QINTER has been active for 93% of the day on the 5th October. All we have done to get to this screen is to open the History Summary for a system, download the year/month data, and simply click on the "Translated" button.

Stay tuned for more!

If you would like any additional technical assistance please contact us at [support@ccssltd.com](mailto: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](mailto:support@ccssltd.com)

[QSystem Monitor Version 11 - Release 140](#)

[QSystem Monitor Version 12 - Release 005](#)  
Now Available! Please contact your account Manager.

[QMessage Monitor Version 6 - Release 065](#)

[QRemote Control Version 2 - Release 059](#)

## IMPORTANT NOTICE

In line with IBM support of i5/OS, as from 1st January 2008 CCSS will no longer be able to support i5/OS version's lower than V5R1.

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**CCSS**