



# Systems Management Solutions

## Improve Your High Availability Environment

The powerful functionality and continued development of the QSystems Management Suite is driven by our commitment to meet the ever-changing, real-world needs of our customers. That's why QSystem Monitor and QMessage Monitor have become the products of choice for leading organizations around the world. Learn more about how to improve your high availability environment with these examples.

*“Our High Availability (HA) solution switches over when CPU reaches a defined high percentage. Will your monitoring and automation software switch over at the same time? Our concern is we could be replicating the same problem on another system without ever knowing about it.”*

**SYSTEM**  
*monitor*

Yes, this potential shortcoming in the HA theory is addressed by CCSS solutions on two levels. Firstly, if the cause of the high CPU is a system problem that is rapidly escalating, QSystem Monitor will issue a number of individual monitors, alerts and warnings on the primary server before CPU reaches critical levels. This early notification minimizes the likelihood of HA switchovers caused by system issues. Secondly, if these multiple warnings are ignored for some reason—for example, in the event of a natural disaster that affects the data center—automation software, QMessage Monitor (QMM), will switch to the new primary box at the same time as the HA switch. This gives managers time to resolve the issue that originally caused the problem (such as the escalating CPU caused by a looping job). When the primary system is operational again, QMM switches back over automatically. Even in this most extreme and unlikely example, monitoring is uninterrupted.

**MESSAGE**  
*monitor*

*“We’ve been accruing an unacceptable number of financial penalties because our SLAs are breached when HA software that relies on Journal Receivers, like the Audit Journal, is compromised by rogue jobs. The financial impact is extensive in each instance as we’re obligated to make DASD available until the issue is resolved. Extra investigation time (sometimes overtime) is usually required to find the cause of the problem. How can we guard against this unnecessary expense?”*

**SYSTEM**  
*monitor*

This problem can be addressed in several ways. Firstly, the root cause, i.e. the rogue job (be it looping, inactive or generating high CPU) can be identified in real-time using QSystem Monitor’s job monitoring functionality. With all the necessary information at operators’ fingertips, investigation time is minimal. Secondly, audit journal entries and the status of journal receivers can be monitored in real-time for immediate problem resolution with QMessage Monitor. Thirdly, managers in this particular situation have the far more economical option of running the receivers to tape while the problem is being resolved. This avoids unnecessary and expensive use of DASD. By meeting these challenges, QSystem Monitor and QMessage Monitor help your team greatly reduce or, better yet, eliminate the instances of SLA penalties.

**MESSAGE**  
*monitor*

Schedule a Customized Demonstration.  
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