



IBM Server *Proven*[™]

QMessage

Monitor

FAQs

QMessage Monitor FAQs

General:

What method is used to communicate between systems?

QMessage Monitor currently uses TCP/IP or APPC to communicate within the iSeries network.

Can QMessage Monitor users control all systems and message queues for the whole network from a central point?

Yes. Users need not monitor every queue on a system if they do not want to. An online display shows the current status of all the systems and queues.

We are updating to a new version of OS/400. What do we need to do with respect to QMessage Monitor for it to run in the new environment?

If you are upgrading to V5R3M0 you may need to upgrade from older versions of the products, so check with your Account Manager to clarify the situation.

Make sure that secondary language support is also upgraded to the new version (GO LICPGM). This may not be necessary in an English-language environment.

We will soon implement security level 40. Does QMessage Monitor run in that environment?

Yes.

How do I check the current fix level of QMessage Monitor?

You can display your current fix level by interrogating the contents of the QMessage Monitor fix data area as follows:- DSPDTAARA MM/MMFIX. Or simply using the Maintain System and Queues menu option on the iSeries.

Are there any features that help the operator determine the nature of the problem?

A note can be added to any message condition describing what caused the message condition and what actions should be taken. When the operator sees the message on the central console, he or she can decide whether to speed up the resolution of the problem.

Can QMessage Monitor analyse previous message frequency and/or frequency within a given time span?

QMessage Monitor analyses message frequency so support staff can easily see recurring messages. This feature is used when setting up Automated Reply Specifications. By dealing with the most commonly received messages automatically, users reduce the messages displayed on the central operator's console.

This functionality is available online, and can be used to build the Automatic Reply Specification automatically.

Can QMessage Monitor review QHST logs?

Yes and in real time.

Can QMessage Monitor assist with controlling security risks or SOX issues?

Again the answer is yes and in real time. The comprehensive Audit Journal filters allow you to include or exclude data so that you focus on those events that are important to your business.

What staff alert mechanisms are available in the product?

QMessage Monitor has built-in features that escalate problems to support staff visually, audibly and via pager or mobile phone. For two-way communications review our QRemote Control product.

Installation:

How do I install the product on the iSeries?

Use the iSeries command LODRUN XXXXX (where XXXXX is the media device where the supplied software is loaded). So if you have the supplied CD in optical device OPT01 for example, you would enter LODRUN OPT01. Then follow the onscreen instructions.

How do I install the product on the PC?

If the PC has a CD Rom drive, just load the supplied CD-Rom, and the Auto-Run feature will automatically start the installation for you. Follow the on screen instructions

Filtering:

Can message filters be defined centrally for the entire network, individually by system, or both?

QMessage Monitor manages the Automatic Reply Specifications (message filters) centrally. Once set up, they are dynamically distributed to all machines in the network in order to ensure consistent responses.

Filters can be system-specific or global. This approach dramatically reduces the resources required to make amendments.

Can QMessage Monitor colour-code specific conditions?

QMessage Monitor sets up default colours to highlight different types of errors. Colour coding can significantly reduce operator response time.

What selection criteria are available to set up a Reply Specification that determines what action to take for a given condition?

Within QMessage Monitor, users set up an Automatic Reply Specification to determine which action can be taken for a given condition. There are many selection criteria that can be used, alone or in combination with others. These include Message ID, System, Job Name, User, Accounting Group, Shift, Severity and Message Data. Also included is Job Type, which lets users do something different if there is an error with an Auto-Start job, as this could be more serious.

How does the product deal with applications messages?

QMessage Monitor deals with application messages the same way it deals with system messages. Blank Message IDs are handled by examining the message text to see what action, if any, should be taken.

Further, the product can optionally change the attributes of a message to make it easier to manage, and the severity of the message can also be changed. The message text can be changed while still retaining the message variables.

Most significantly, an informational message can be made into a pseudo-inquiry message. For example, a serious storage condition message can be turned into a pseudo-inquiry

message to ensure that the operator acknowledges the condition. This is useful for application messages, which are at the wrong level of severity.

How does the product escalate message conditions that have not been dealt with, and can this be overridden under certain conditions?

QMessage Monitor can invoke escalation procedures if a message is still outstanding after a period of time or meets other user criteria. There is an escalation parameter on the auto-reply specification. Users define how much time should elapse before escalation takes place. The operator can override this.

An acknowledgment from the Central Operations console stops any escalation for a period of time, after which the message reverts to an inquiry message and resets the escalation procedures. This lets busy operators acknowledge some problems while working on others that have higher priority.

Can external programs be integrated as a response to a given message condition?

QMessage Monitor can call user programs passing data that can be used to determine the nature of the error. The data can be passed back to QMessage Monitor for appropriate action. The source code of external programs can be analysed directly from within QMessage Monitor to enable support staff to see what is being checked, and speeds up problem resolution. This feature is defined on the Automatic Reply specification.

Backup & Recovery:

Does QMessage Monitor automatically backup to another system and continue to work if the central system fails and if so, how is this achieved?

When users initially define the systems, they assign a backup priority for each system that is required to be a backup system. If there is a failure, the first designated backup system communicates to the other systems that it is now the central system. If that system is not available, the next backup system is used, and so on. Once the central system becomes available again, it synchronises with the backup system and takes over.

QMessage Monitor informs the other systems in the network of the loss of a system, so that the problem can be escalated to support staff. This level of functionality is crucial for unattended operations.

If no backup system is defined, the remote systems will monitor themselves. Once the central system is working again, the remote systems synchronise with it automatically. The PC console will automatically transfer to the new host as well, once configured.

Does the product work in restricted state?

Yes.

How can messages be answered from the central console for systems currently in restricted state?

QMessage Monitor can take control of other systems from the central console. The main purpose of this is to let users control restricted state saves. Once the central system has control of a remote system, it can issue commands to put the system into restricted state and begin backups.

QMessage Monitor manages any messages produced and sends any exception conditions to the central operations console. The operator can answer a message, and it will then go back and reply on the system while it is still in restricted state. This is a very powerful feature.

Event Monitoring:

How does Event Processing work?

Within Event Monitoring, users define the events they want to monitor. Examples might include whether backups have started on time or whether the End of Day is running late. Part of the event definition starts when the Event Monitor checks to see if the event is satisfied.

Events can be checked in a number of ways, including daily, hourly and monthly. QMessage Monitor lets users define which actions they want to take in the event of an error.

Can the product detect event conditions on any of the systems, e.g. can it report back if all users are not signed off by 18:30?

Yes. QMessage Monitor provides a flexible way of controlling this using Event Monitoring.

Can an event status be graphically displayed?

Users can show an event graphically within a QSystem Monitor user text bar.

Can events be time-based?

Yes.

Can events be created dynamically?

QMessage Monitor can dynamically schedule a check on an event that occurs as a result of an earlier event. This feature can be used to end subsystems in a controlled manner, or to check to see if a subsystem has ended after a set period of time. If it has not, action can be taken so that the subsystem can be ended immediately.
