

absMessage

System i Messaging

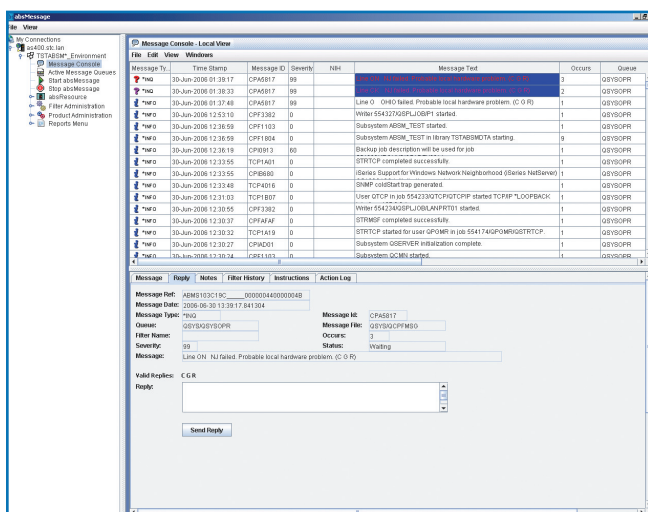


absMessage

Today's System i (AS/400) environments are increasingly complex. More and more critical enterprise applications and services are being moved to and hosted on the System i. In addition, many sites run several System i images and it is not uncommon for a site to have several hundred or a thousand System i images. Monitoring the activity and resources of this complex environment is critical. absMessage solves this problem by centralizing and automating resource and message monitoring.

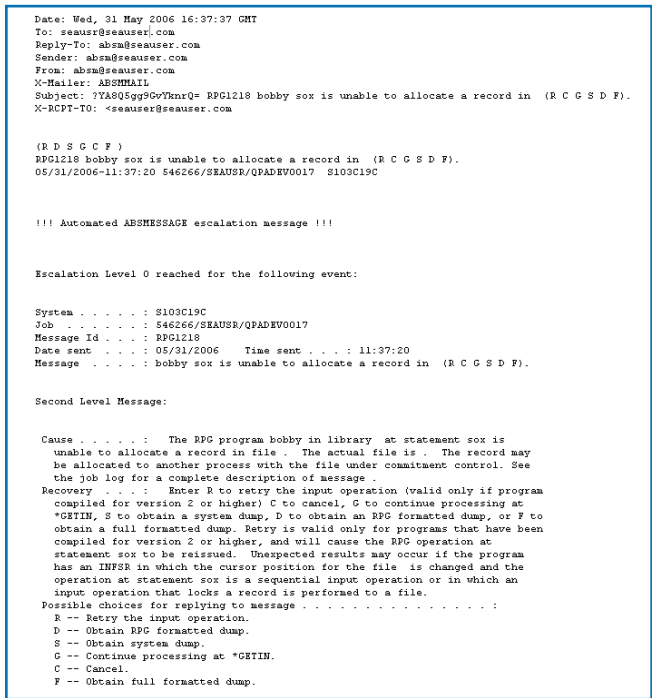
LOCAL/NETWORK VIEW

absMessage provides a centralized view of messages for your local or networked System i machines. Users can define colors for each networked System i to be displayed in the absMessage network console. This gives operators the ability to sort messages in an easier and more efficient way. In addition to the system color coding absMessage also color codes the messages that enter the console. Pending messages appear in red, informational messages appear in green, inquiry messages that have been replied to or acknowledged appear in yellow and informational messages that have been acknowledged appear in pink.



NOTIFICATIONS, ESCALATIONS AND SCRIPTING

Using a built in email client, absMessage gives your organization the advantage of being notified once a message is generated on the system. Do you have SLA's established? Not a problem, you can setup escalation intervals and have multiple people notified that a message has gone unanswered. Not only can notifications and escalations be sent out, absMessage scripts can automate complex responses to messages. Scripts can conditionally reply to messages, execute commands or programs, as well as issue messages. absMessage filter processing can execute different scripts for the same message under different circumstances. For example, you may want to take action on the first occurrence, during business hours, and a different action during off hours.



REPLY TO YOUR SYSTEM i MESSAGES VIA CELLULAR/EMAIL/PDA

When you have absMessage running on your System i, you can answer System i messages from anywhere! Whether you receive a record lock message, hardware error message or a tape drive message, you will never be caught off guard again. You can answer your System i messages as if you are in the office.

```

To: absm@seausr.com
From:
Subject: Re: ?YA8Q5gg9GvYknrQ= RFG1218 bobby sox is unable to allocate a record in (R C G S D F).
Cc:
Bcc:
Attachments:
C

At 12:37 PM 05/31/2006, you wrote:
(R D S G C F )
RFG1218 bobby sox is unable to allocate a record in (R C G S D F).
05/31/2006-11:37:20 546266/SEAUSTR/QP&DEV0017 S103C19C

!!! Automated ABSMESSAGE escalation message !!!

Escalation Level 0 reached for the following event:

System . . . . . : S103C19C
Job . . . . . : 546266/SEAUSTR/QP&DEV0017
Message Id . . . : RFG1218
Date sent . . . : 05/31/2006 Time sent . . . : 11:37:20
Message . . . . : bobby sox is unable to allocate a record in (R C G S D F).

Second Level Message:

Cause . . . . . : The RPG program bobby in library at statement sox is
unable to allocate a record in file . The actual file is . The record may
be allocated to another process with the file under commitment control. See
the job log for a complete description of message .
Recovery . . . . : Enter R to retry the input operation (valid only if program
compiled for version 2 or higher) C to cancel, G to continue processing at
*GETIN, S to obtain a system dump, D to obtain an RPG formatted dump, or F to
obtain a full formatted dump. Retry is valid only for programs that have been
compiled for version 2 or higher, and will cause the RPG operation at
statement sox to be reissued. Unexpected results may occur if the program
has an INFSR in which the cursor position for the file is changed and the
operation at statement sox is a sequential input operation or in which an
input operation that locks a record is performed to a file.
Possible choices for replying to message . . . . . :
R -- Retry the input operation.
D -- Obtain RPG formatted dump.
S -- Obtain system dump.
G -- Continue processing at *GETIN.
C -- Cancel.
    
```

```

To: seausr@seausr.com
From: absm@seausr.com
Subject: [SPAM] Re: ?YA8Q5gg9GvYknrQ= RFG1218 bobby sox is unable to allocate a record in (R C G S D F).

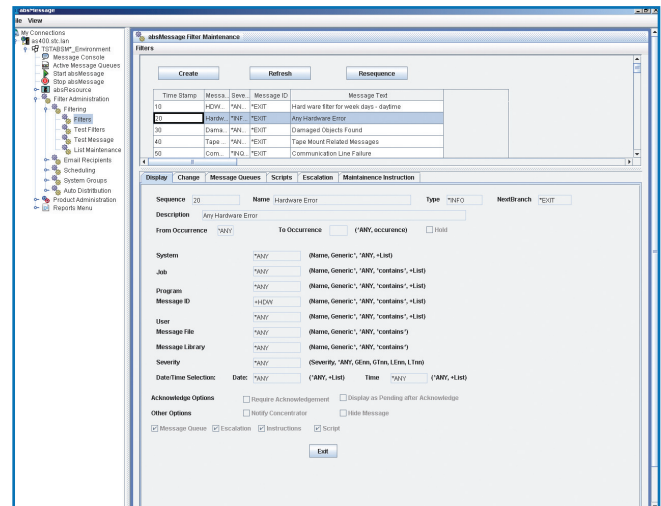
Reply received
Your reply: C
    
```

CREATE SMART MESSAGE FILTERS

Message filter definitions allow messages to be selected by:

- Message Type
- Job name
- Message File name
- Date method
- User name
- Message File library
- Time range
- Program name
- Message Severity
- Occurrence range
- Message Identifier
- Message Text

Filters can be defined to match specific, generic, wild cards or lists of values. Filtering can even scan messages text or data for specific strings.



SNMP TRAP SUPPORT

SNMP traps can be sent to trap management products such as HP Openview and Cisco Netview.

CALENDAR EVENTS PROCESSING

Calendar event processing provides the ability to handle messages during specific dates. For example, end of the month processing may require different message handling or the notification of different personnel than required during daily night processing.

RESTRICTED STATE PROCESSING

absMessage allows you to monitor your System i machine while in restricted state. Receive notifications on your phone while you are relaxing in your home on a Sunday afternoon.

REMOTE INSTALL

absMessage simplifies management of multiple System i machines. Installation of absMessage can be deployed to a remote system without the need to log onto the target machine.

AUTO DISTRIBUTION OF MAINTENANCE, MESSAGE FILTERS AND CONFIGURATION

From your desk wherever in the world you may be, you can apply product fixes, upgrades, message filters and absMessage configurations to multiple machines globally. System management has never been easier!

absResource

absResource is a component of absMessage that can monitor system resources and generate messages or run scripts if utilization thresholds are exceeded. Monitor resources such as CPU utilization, DASD utilization, how many jobs are in a job queue, or determine if a specific job or subsystem is active on your machine?

QHST PROCESSING

Monitoring QHST is a need for most organizations. absMessage enables you to not only monitor message queues but to also monitor the history log. This provides you with an entire system monitoring tool.

WRKPRB MESSAGE HANDLING

While hardware errors are never a welcome situation, absMessage can aid in your problem resolution with the WRKPRB option from your message console. This option takes your operators to the WRKPRB problem screen of the OS where you can diagnose the hardware error you received without having to go in and out of screens.

MSG ARCHIVING

With message archiving, you can save your system messages and any actions or replies associated with those messages for referencing at a later time if needed. These commands can be executed as part of your nightly update and restored with a click of a button.

REPORTING

absMessage comes pre-shipped with multiple reports that enable operators and administrators to investigate messaging tendencies and statistics.

SEA™

SOFTWARE ENGINEERING OF AMERICA®

Phone: 516.328.7000 • Fax: 516.354.4015 • www.seasoft.com

The imagery on the cover is reproduced courtesy of International Business Machines Corporation. Unauthorized use not permitted.
All trademarks & copyrights are the property of their respective owners.