



**Robot/NETWORK<sup>®</sup>**  
System i Network Management

# Robot/NETWORK—Complete System i Network Control

## Monitor And Automate System i Servers Everywhere

The IBM® System i™ is the most reliable and powerful computer hardware platform in the world. To make it even easier to use, Help/Systems created the Robot Automated Operations Solution. Each Robot product automates the management of a System i functional area, such as job scheduling, message management, problem notification, reporting, backup and recovery, and more. For example:

- Robot/SCHEDULE®, the automatic computer operator and job scheduler, is the never-forget operator that manages your job schedule to help you run your System i more smoothly, more reliably, and with fewer operational crises and mistakes.
- Robot/CONSOLE®, the message, resource, and log management package, automates System i messages and monitors resources and system logs, day in and day out.
- Robot/REPORTS®, the automated report management software, provides elegant online report viewing options, with automatic bundling, distribution, and archival of your reports.
- Robot/ALERT®, the System i event notification software, works with all of the Robot products to provide fast notification. When messages go unanswered, jobs fail, or equipment needs help, Robot/ALERT can send a pager, text, or e-mail message to any person and device—automatically.

## Consolidate Consoles And Tie It All Together With Robot/NETWORK

Robot/NETWORK helps you take your System i to the next level. It monitors all your System i servers—configured in a network of Hosts and Nodes—so you can manage critical events from a single location. The Robot products are designed to work together to create a fully automated, more reliable System i server. Robot/NETWORK ties it all together by providing centralized status notification and control for your entire network of System i servers, their Robot products, and other applications.

Robot/NETWORK's graphical interface makes it easy to display, and respond to, the status information for any system in your network. The Robot/NETWORK Explorer, Status Center, and Map Center provide a complete visual representation of your network. If a Robot product (or an application) on a Node needs attention, or a critical event occurs, the Node sends a status to its Host for a response. If no one responds, or the Host is unavailable, Robot/NETWORK repeats the process or escalates the status to an alternate Host.



Robot/NETWORK is the perfect solution for controlling your entire System i network.

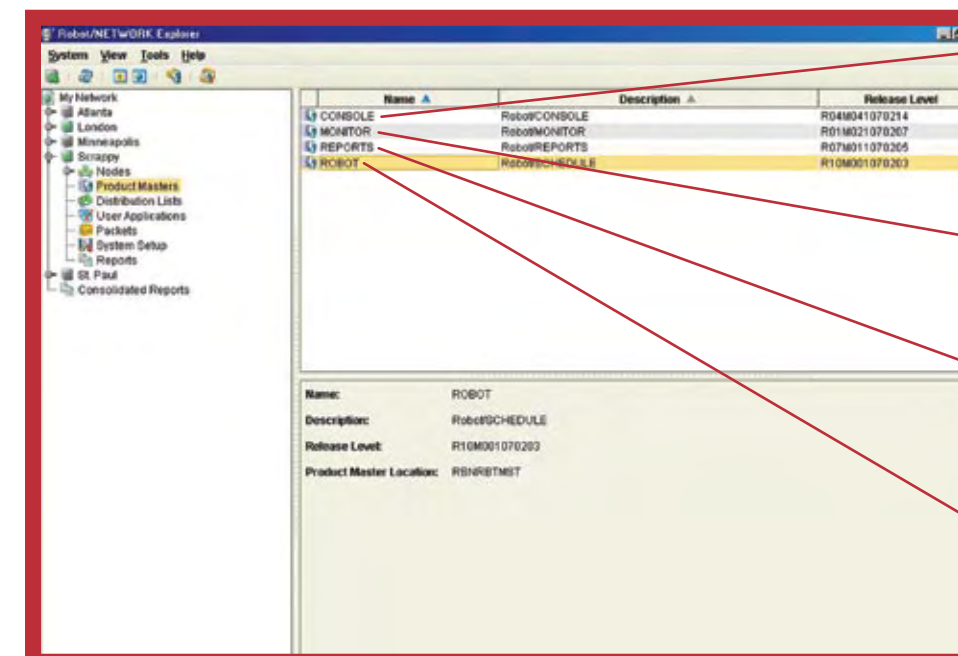
## React To Job Completion And Redirect Messages Across Systems

Need a job ending on one system to trigger another job on a different system? Want to be sure a certain job has run before another job starts? Want to redirect a message to another Host in the network? Use Robot/NETWORK to specify which systems in the network allow job reactivity and message redirection. You can create a secure, efficient job schedule and message management process that covers your entire network, or any part of it.

## Standardize Your Network With Product Masters

When you have the same Robot products on multiple systems, you don't have to sign on to each system and create the same setup instructions again and again. Robot/SCHEDULE, Robot/CONSOLE, Robot/MONITOR®, and Robot/REPORTS each include Product Masters that allow you to send packets of operations instructions, jobs, message sets, report sets, and objects across the network to other systems. Product Masters help you standardize the Robot products in your network. Using the Product Master, you create the instructions once, on the Host system, and then distribute them to the systems you select. By standardizing your remote System i operations, you save time and simplify maintenance work on your network.

Setting up instructions in a Product Master is easy. For example, you can send a Robot/SCHEDULE job and its associated scheduling objects to a remote server or partition. First, set up the job on the Host Product Master. Next, determine which Nodes should receive the new data. Finally, use Robot/NETWORK to distribute and install it at the date and time you specify, and confirm the installation. If something doesn't work, you don't need to worry—you can easily reverse (undo) the process. Robot/NETWORK even keeps distribution history records that you can display or print at any time.



**Robot/CONSOLE:** Uses message answering rules and error recovery procedures to manage System i servers automatically in response to messages and resource failures.

**Robot/MONITOR:** Gathers statistics for reporting real-time performance of remote System i servers.

**Robot/REPORTS:** Provides bursting, distribution, viewing, and archiving procedures for automated report management.

**Robot/SCHEDULE:** Manages job setup and scheduling instructions, and error recovery procedures for automatic control of batch jobs.



# Stay Informed And Respond To System Events Across Your Network

## Manage Your Network By Exception With The Status Center

The Robot/NETWORK Status Center shows status detail, message detail, and event history at all levels: network, Host, Node, and product. You can display statuses—filtered, sorted, or otherwise—for the System i servers in your network. You decide if you want to display all statuses, just today's statuses, only unacknowledged statuses, and so forth. The result: you manage your network by exception because you see, and respond to, only the statuses you need to see.

The Status Center marks each status clearly to indicate its type and severity. A blue icon indicates an Informational status: general news about the remote System i that requires no response. A yellow icon indicates a Warning status: a problem needs attention soon. A red icon indicates an Attention status: help is needed fast.

For any system, you can respond to a status or acknowledge an event, including Robot/CONSOLE events, from one or more systems. Use the Status Center to monitor and respond to statuses; or escalate them to a text, pager, or e-mail message; SNMP trap; or user program. You can refresh the display at any time with the latest statuses because Robot/NETWORK informs you when new statuses arrive.

## Monitor Your Enterprise From The System i Or With An Enterprise Monitor

The System i is the most reliable computer hardware platform in the world, so it's a natural choice for enterprise monitoring. In a System i enterprise, use Robot/NETWORK to send statuses from the Robot products, or your programs, to keep you informed about your System i network. You can use Robot/TRAPPER®, the SNMP and network device monitor, to monitor the devices on your Node systems and Robot/CONSOLE to notify Robot/NETWORK if a device needs attention. The result is complete coverage for your System i-based enterprise.

In a mixed enterprise of System i, UNIX, Linux, and Windows servers, Robot/NETWORK monitors the System i portion of the enterprise and uses SNMP traps to perform two-way communication with enterprise monitoring solutions such as BMC, Remedy, NetCool, Tivoli, and HP OpenView.

In either case, Robot/NETWORK helps monitor your System i operations, automatically. With Robot/NETWORK, you know about:

- Remote System i operations, including remote servers that need human assistance
- Automated procedures a Robot product performed to manage a System i server
- Product recovery instruction issues
- Hardware or communication failures

## Manage Your Robot Products Across Your Network

When an event that someone should know about occurs, each Robot product affected creates a unique status record. Robot/NETWORK can send a copy of each status record—or just the ones that require human assistance—to a System i Host. You respond only to the items that need a response—management by exception. You can respond to the status directly from the Host. Or, if no one responds in a reasonable time, Robot/NETWORK can escalate the status to another Host; send an e-mail or pager message to the operator; send an SNMP trap to an enterprise management system; or call a program.

Type	Text	Node	Status	Received At	Product
Restore canceled		CYBR030	Warning	04/19/2007 14:40:42 CDT	ROBOTSAV
Restore started		CYBR030	Warning	04/19/2007 14:40:20 CDT	ROBOTSAV
Restore completed		CYBR030	Warning	04/19/2007 14:39:28 CDT	ROBOTSAV
EOMSALES-Job ended abnormally		CYBR030	Warning	04/19/2007 14:38:33 CDT	ROBOT
TOMORPVR0-ROBOT group job TOMORPVR0 completed with a status cod...		CYBR030	Warning	04/19/2007 14:38:33 CDT	ROBOT
TOMORPVR0-Job ended abnormally		CYBR030	Warning	04/19/2007 14:38:21 CDT	ROBOT
Power or parameter error (C O D F)		CYBR030	Warning	04/19/2007 14:34:56 CDT	CONSOLE
Error message CPF4102 appeared during OPEN for file RBC2700 (C S D F)		CYBR030	Warning	04/19/2007 14:33:57 CDT	CONSOLE
The call to "LGLRREP60 ended in error (C O D F)		CYBR030	Warning	04/19/2007 14:33:39 CDT	CONSOLE
SGUSER01-MARKABOUSER01 User Job		CYBR030	Warning	04/19/2007 14:31:05 CDT	ROBOT
CYBR030: ASP 1 reached event Threshold 1. Threshold 95%. Used 87...		CYBR030	Warning	04/19/2007 14:29:15 CDT	SPACE
ACMSCREATE-STEVEHACMSCREATE User Job		CYBR030	Warning	04/19/2007 14:05:21 CDT	ROBOT
TRNDWATCH2-RBTUSERTRNDWATCH2 User Job		CYBR030	Warning	04/19/2007 13:59:48 CDT	ROBOT
CYBR030: ASP 1 reached event Threshold 1. Threshold 95%. Used 87...		CYBR030	Warning	04/19/2007 13:58:10 CDT	SPACE
ACMSCREATE-STEVEHACMSCREATE User Job		CYBR030	Warning	04/19/2007 13:58:16 CDT	ROBOT

**Robot/SAVE:** Creates a status record for each backup and tape operation, telling you when a backup is in process, running times, and completion results.

**Robot/SCHEDULE:** Creates a status record for each Robot/SCHEDULE job to keep you informed about progress and completion.

**Robot/CONSOLE:** Creates a status record each time a message set runs or a monitored resource changes its status.

**Robot/SPACE®:** Creates a status record when a System i server approaches an event threshold, such as a disk object reaching a certain size.

**Robot/CLIENT®:** Sends status records from Windows, Linux, and UNIX servers to Robot/NETWORK.

**User-Defined Applications:** Send status records when events that you defined occur.



A **blue icon** indicates that general news about the remote System i has arrived.

A **yellow icon** indicates a problem that needs attention soon.

A **red icon** indicates that help is needed fast.

# Robot/NETWORK Explorer—Fast Easy Access To Your System i Network

## Fast, Point-And-Click Access To Your System i Network

Robot/NETWORK's powerful, easy-to-use, graphical interface, the Robot/NETWORK Explorer, makes network monitoring and management quick and easy. Use the Robot/NETWORK Explorer to manage the Robot products, and receive and respond to statuses from your own applications. From the Explorer, you can display system properties, and start, stop, or configure a system.

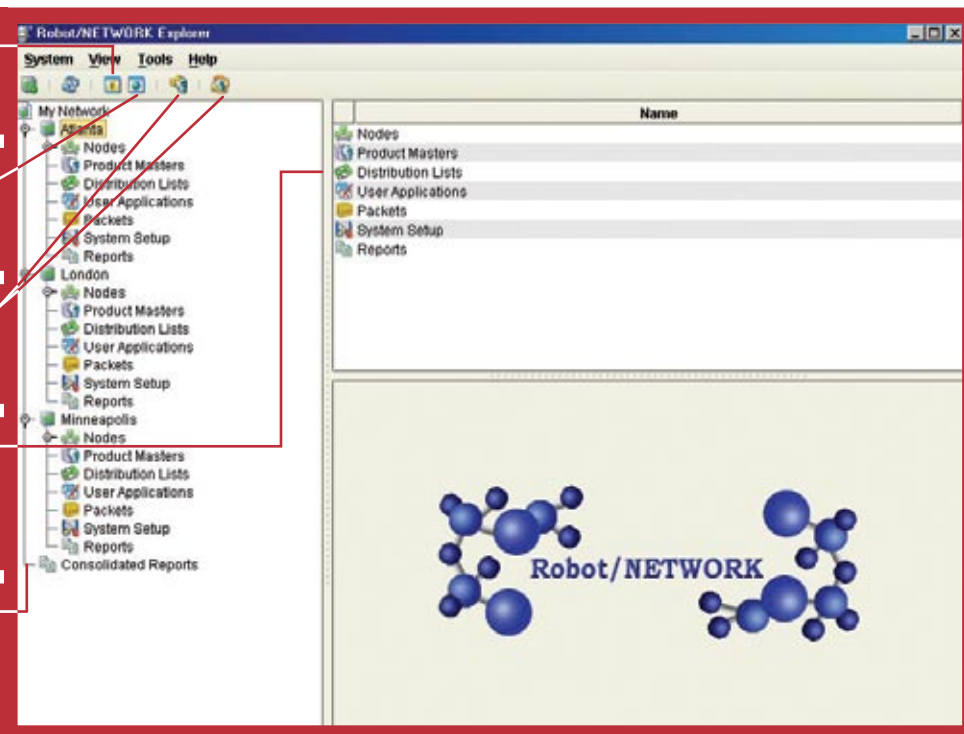
**Status Center:** Launch the Status Center to display statuses and respond to them.

**Map Center:** Launch the Map Center to create a visual display of your entire data center.

**Product Licenses and Updates:** Update all your Robot products and maintain their licenses.

**Distribution Lists:** Use distribution lists to define a group of Node systems to which you can distribute rules for common applications.

**Reports:** View or print reports for Host and Node activity, including Consolidated Reports that span the entire network.



## Manage Your Robot Products And Other Applications

The Robot/NETWORK Explorer displays your network components in a vertical tree structure, from the network level down to the product level. The Explorer also displays information about Product Masters, distribution lists, applications, packets, system setup, and reports (including network-wide, consolidated reports). You simply expand or collapse the tree for more or less detail.

The Explorer window contains three views that provide a detailed summary of your network. When you select an item in the Tree view (left), the List view (upper right) displays more details about that item. Similarly, if you select an item in the List view, the QuickView (lower right) displays additional detail.

## Set Up A Secure, Up-To-Date Network

Robot/NETWORK offers secure access to your System i network. You can specify the level of authority for individual users—Administrator, Operator, or User—or create your own roles and specify their access rights. Robot/NETWORK even allows you to control access to Host and Node ports. And, Robot/NETWORK encrypts the information that it sends between Hosts and Nodes. That means that only authorized users can view status information. With Robot/NETWORK, your network is secure.

## Update Your Robot Products And Licenses Easily

With Robot/NETWORK, it's easy to distribute Robot product license information or updates, or to stay current with the latest version of the Robot/NETWORK Explorer. Use the Robot/NETWORK Explorer to distribute license keys for all the Robot products in the network from a single point of control. Or, use the Explorer to download the latest updates for your Robot products to your PC. Robot/NETWORK works with the System i and your PC to help you keep the Explorer up-to-date.

## Choose Your Preferences

You can use the Explorer to customize Robot/NETWORK so it looks and acts the way you want it to:

- Change the look and feel of your graphical interface.
- Play sounds when Robot/NETWORK starts or ends, and when new statuses arrive.
- Start the Status or Map Center automatically whenever Robot/NETWORK connects to a Host.

## Report On A Single System Or Span The Entire Network

The Robot/NETWORK Explorer provides a suite of dedicated reports for each System i server in the network: A Good Morning report; four setup reports—Host, Node, Security, and Server; and two history reports—Packet and Status. Two reports are also available in a consolidated version that spans all of the systems in the network.

- The Consolidated Good Morning Report lists the number of statuses—both waiting to be acknowledged and answered—by type, severity, and Node, for each System i in the network. You see a clear statistical snapshot of your network status traffic flow, including any bottlenecks.
- The Consolidated Status History Report details the exact time and date each status in the network was created, where they were created, when and where they were received, when they were acknowledged, and by whom.

You can use Robot/NETWORK to report on the activity and setup of a single Host or Node, or to summarize the information for your entire network. Either way, you stay completely informed.

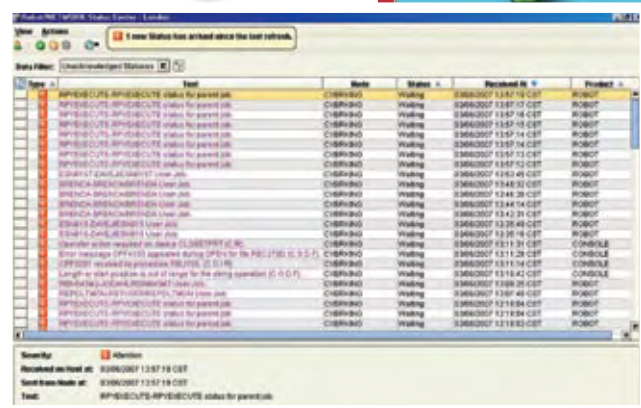




# Map Your Entire Network And Access It Anywhere

## Visualize And Manage Your Data Center

The Robot/NETWORK Map Center displays your network against any background that you choose. Use the Map Center to view your entire data center as a single visual display. For example, choose a map of the world to display your Hosts and Nodes in their physical locations. A counter on each Host and Node system indicates the number of statuses waiting to be answered, and the color indicates the severity level of the most severe waiting status. You can specify the refresh rate for the Map Center to update the status indicators as often as you feel necessary. Simply click on any Host or Node system to view, or respond to, statuses, or for more detailed information about the system or a product.



**Status Center:** From the Map Center, just click on a system to display or answer statuses quickly.

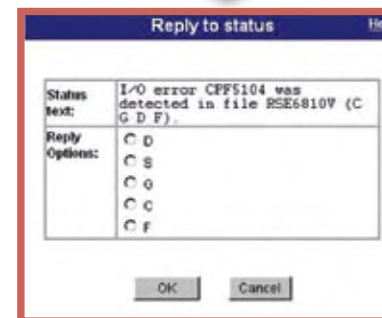
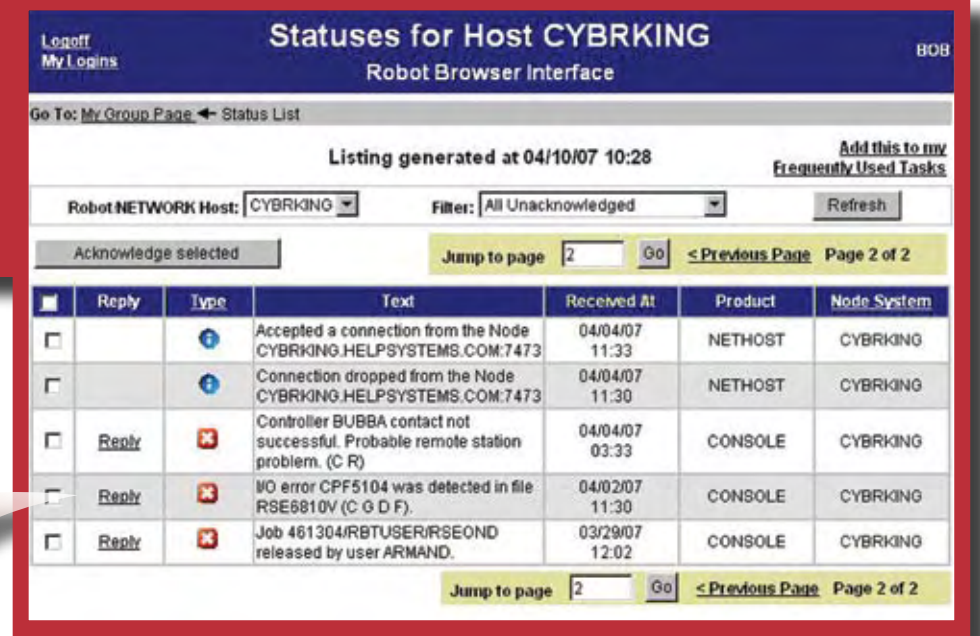
**Map Center:** See your network at a glance, including the communication between your Hosts and Nodes:

- A red arrow indicates the connection is not active—the Node is offline.
- A black arrow indicates an active connection.
- A dashed arrow indicates that the status of the connection is unknown.

## The Robot Browser Interface Means Fast Access Anywhere

The Robot Browser Interface™ is Help/Systems Web-based interface that allows you to access Robot/NETWORK using standard Web browser software (such as Internet Explorer) and a PC or laptop. You can use the Robot Browser Interface to display, filter, and respond to statuses anywhere in your network and to display the various Robot/NETWORK reports. Think of the Robot Browser Interface as Robot/NETWORK light, but just as secure and flexible. The result is fast, easy, secure access to network information from practically anywhere.

**Robot Browser Interface:** View and respond to System i status messages and view your network reports no matter where you are. The Robot Browser Interface is a fast, easy, reliable Web interface that provides secure access to network information from any Web browser software.





# Join The Thousands Using Our Automated Operations Solution

## Build A Solution Set To Tackle Any Automation Problem

When you buy any Robot product from Help/Systems, you're also buying the opportunity to integrate other Robot products to create an automation solution set to solve your particular System i operations problems. You'll save money, simplify tasks, eliminate bottlenecks, improve processing, reduce errors, and satisfy SOX auditors. The benefits and possibilities are unlimited. Here are just a few of the problems you can resolve, and the opportunities you can create, using a Robot/NETWORK automation solution set.

### Automate Resource And Message Management And Notification

*Robot/NETWORK, Robot/ALERT, and Robot/CONSOLE*

Your System i servers and partitions generate messages for every event that occurs every day. Robot/NETWORK works with Robot/CONSOLE, our System i message, resource, and log management software, to help you respond to operational crises and centralize message and resource management. Robot/CONSOLE can send resource issues and critical messages from a Node system to the Robot/NETWORK Host for review and response from a single workstation. To notify one person or a group directly, Robot/CONSOLE can use Robot/ALERT to send a text, pager, or e-mail message. If necessary, Robot/NETWORK can use Robot/ALERT to escalate an unanswered message to another system or person.

### Manage Change Control Everywhere

*Robot/NETWORK, Robot/ALERT, Robot/CLIENT, and Robot/SCHEDULE*

Managing change on multiple systems across a network can be an all-consuming job. You need to coordinate the jobs on each system, often with jobs on one system dependent on jobs on another system. Robot/SCHEDULE on the Host system works with Robot/NETWORK to provide centralized distribution of job setup information to other network systems. For example, you might use the Robot/SCHEDULE Product Master to move a job from a development system to the production systems. Cross-system reactivity allows a job on one system to trigger a job on another system. Meanwhile, the Robot/NETWORK Status Center and Map Center monitor the status of the jobs on all your systems.

If a job has a problem, Robot/NETWORK highlights it. If no one responds, Robot/NETWORK uses Robot/ALERT to send a message notifying the operator. Robot/SCHEDULE also works with Robot/CLIENT to integrate Windows, UNIX, and Linux servers into your System i procedures by automating scheduling and control of batch tasks. No matter the number of servers, Robot/SCHEDULE and Robot/CLIENT work together to automate your network.

### Integrate Your Entire Enterprise

*Robot/NETWORK, Robot/ALERT, Robot/CONSOLE, and Robot/TRAPPER*

Whether your network is strictly System i servers, or a mix of System i, UNIX, Windows, and Linux, Robot/NETWORK can receive events for all your System i servers and network devices. On a System i network, use Robot/TRAPPER to monitor the devices on your Node systems and Robot/CONSOLE to notify Robot/NETWORK on the Host system when a device needs attention. In a mixed environment, use Robot/NETWORK and SNMP traps to communicate with enterprise management software such as NetCool, HP OpenView, or Remedy, to handle System i or other issues. And, if a problem isn't resolved quickly, Robot/NETWORK uses Robot/ALERT to send a text, pager, or e-mail message.

## Complete Dedication To Quality And Success

It's no accident that Help/Systems creates the world's best software for the System i. When you combine committed development, marketing, sales, support, and administrative people with strong management, processes that really work, a powerful drive to succeed, and a complete dedication to quality, the results speak for themselves. Since 1982, Help/Systems has focused successfully on one goal: To deliver the highest quality software, training, and support possible to help you manage your System i with "lights-out" automation.

### Award-Winning Robot Automated Operations Solution

Whether you have a single System i, or a network of them, Help/Systems is committed to providing you with products that automate their operation. The products of the Robot Automated Operations Solution look and act the same. All of the Help/Systems products talk to each other through the Solution's common component interface. This integration makes all the products powerful, yet easy to learn and use. Using Robot/NETWORK with our other products makes your investment in Robot/NETWORK much more valuable.

Our product expertise has won us many awards from numerous publications. And, our customers have awarded us 60,000 times with product purchases.

Help/Systems became America's first ISO 9001-certified software company in 1992. Since then, we have maintained our certification under the updated 9001:2000 standard. This international quality standard covers software design, development, marketing, product support, and training. Help/Systems demonstrated that it has an excellent software quality assurance system in place, full management commitment to quality, and a well-trained and motivated staff. This certification applies to all company procedures for ensuring customer satisfaction—from those done by the receptionist to the duties of the CEO.





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