

Message Management Solution Set for IBM i

24-Hour Monitoring Response

Robot/**NETWORK**® • Robot/**CONSOLE**® • Robot/**ALERT**®

Message management for Power Systems™ running IBM i (AS/400®, iSeries, System i®) can be more than a full-time job if you have to do it manually. But system messages must be monitored—you need to receive and respond quickly to critical alerts in order to avoid costly errors.

The Message Management Solution Set from Help/Systems prevents errors and outages and improves response time by addressing three problem areas:

- Centralized monitoring of servers and partitions
- Message monitoring and response
- Alerting

Automation ensures no critical message is overlooked, increases uptime, and saves hours once spent on manual work.

Avoid costly message management headaches like these:

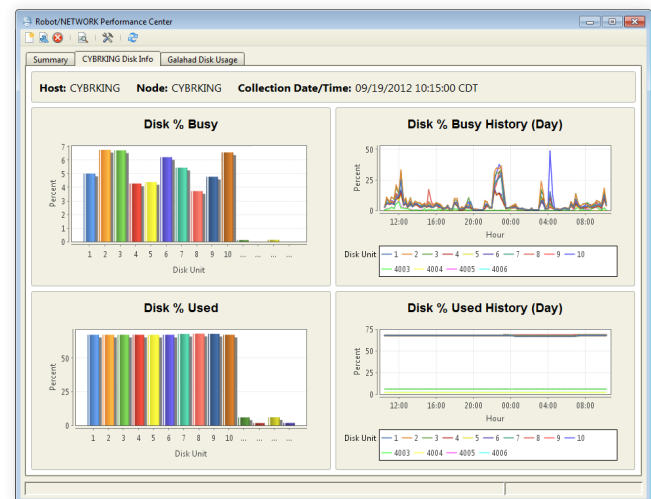
- Weekend messages go unnoticed until Monday
- You need a night operator just to monitor messages
- Operators have to perform manual checks
- You need several workstations to monitor system health
- Missed errors result in major outages

Your Automated IBM i Message Center

Each of our message management products was developed to work together seamlessly. Whether you implement them individually or as a set, Robot automation solutions address specific pain points in your IBM i environment

using time-tested technology that businesses worldwide rely on every day.

Robot/NETWORK is performance monitoring and message consolidation software for Power Systems running IBM i. It offers system-wide control of your IBM i partitions as well as performance monitoring, exception-based management, and integration for servers and events. It features multiple threshold levels for each partition—with the ability to monitor multiple levels—for more than 25 performance statistics. It also gives network health updates at a glance with graphs and gauges for current and historical performance for CPU usage, disk percentage busy, interactive response time, and more.



The Performance Center gives you custom dashboards, graphs, and charts on current and historical metrics.

Performance Monitoring, Message Management, and Alerting for IBM i

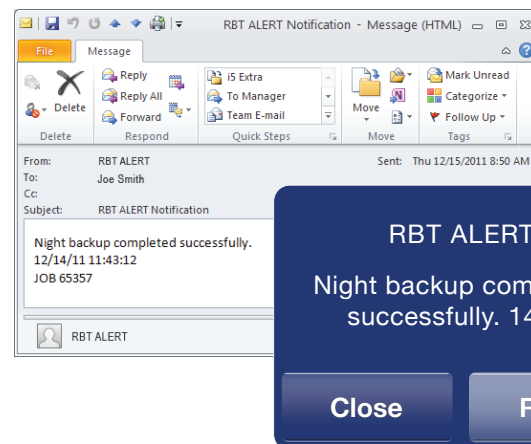
Robot/CONSOLE prevents IBM i processing errors and system failures through automated message management, resource monitoring, and system log monitoring. It monitors system console messages and responds to, redirects, or suppresses them automatically. If a resource is unavailable, Robot/CONSOLE takes corrective action, usually without the need for human help, which means jobs complete on time and operators can focus on day-to-day tasks. Robot/CONSOLE also monitors resources like subsystems, printers, devices, objects, and queues, as well as critical system logs. It can also execute procedures or contact staff when problems arise.

Name	Type	Application	Priority	Hold Status
DELAYTEST	JOB	A	1	Held
DELAYTEST	JOB	ATMONITOR	1	Held
DEVD2	DEVD		3	Released
DEVD3	DEVD		3	Held
DEVHALL	DEVD		2	Released
DFASDFAD	CTLD		2	Released
DNS_SERVER	SERVER		3	Held
DOMINO	DOMINO	JIMBO	3	Held
DOUGO	OUTQ		1	Released

Server Information		Resource Information	
Port Number:	53	Expected Status:	ACTIVE
Port Type:	*TCP		
Job Name:	QT0BDNS		

Robot/CONSOLE lets you see whether resources are in their expected status and display and edit priority, interval, and more.

Robot/ALERT prevents errors and outages by sending messages about program and Power Systems events to almost any device. Robot/ALERT commands can be embedded in your applications and you can send its messages to distribution lists. To keep small problems from becoming major headaches, Robot/ALERT can escalate problems automatically—and the power to monitor and respond to alerts by cell phone, laptop, and tablet means you'll never be out of reach.



Robot/ALERT keeps you up-to-date on program and Power Systems events on nearly any device.

About Help/Systems, LLC

Founded in 1982, Help/Systems is the world's leader in software solutions for IBM® Power Systems™ running IBM i. Its Robot automated operations solutions include tools for enterprise scheduling, network monitoring, message management, and reporting. It was the first American software company certified under the ISO® 9001 standard and is certified compliant with the updated 9001:2008 standard.

Help/Systems, LLC.

www.helpsystems.com | +1 (952) 933-0609 | info@helpsystems.com

For More Information

Call us at **1-800-328-1000** or email info@helpsystems.com to set up a personal consultation to review your current setup and see how the Robot products can help you achieve your automation goals.

