

# absMessage

System i Messaging

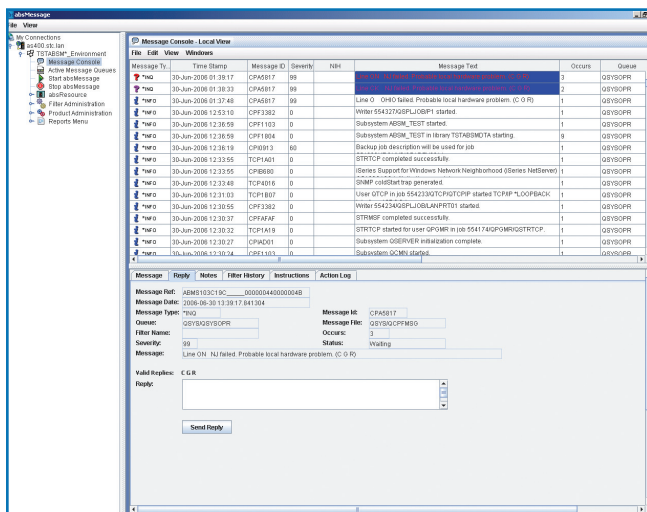


# absMessage

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 LPARS 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, all available through green screen, java GUI, web interface and PDA handhelds.

## 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 and pending appear in pink.



## NOTIFICATIONS, ESCALATIONS AND SCRIPTING

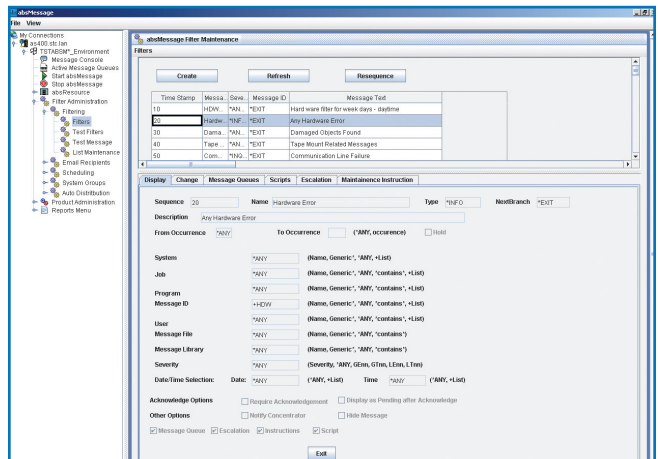
Using a built in email client, absMessage gives your organization the advantage of being notified once a message is generated on the system. Do you have SLA's established? Not a problem, you can setup escalation intervals and have multiple people notified that a message has gone unanswered. Not only 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.

## 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 message text or data for specific keywords.



## 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.

Tg: absm@seausr.com

**From:** .

**Subject:** Re: ?YA8Q5gg9vYknrQ= RFG1218 bobby sox is unable to allocate a record in ( R C G S D F ).

**Cc:**

**Rec:**

**Attached:**

q

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/QPADEV0017 S103C19C

!!! Automated ABSMESSAGE escalation message !!!

Escalation Level 0 reached for the following event:

System . . . . . : S103C19C

Job . . . . . : 546266/SEAUSTR/QPADEV0017

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: ?YA8Q5gg9vYknrQ= RFG1218 bobby sox is unable to allocate a record in ( R C G S D F ).

Reply received

Your reply: C

## 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.

## SNMP TRAP AND NETWORK SYSLOG SUPPORT

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

## ABSMESSAGE WEB CONSOLE

The absMessage Web Console gives System i users the ability to view messages on multiple systems from any internet web browser.

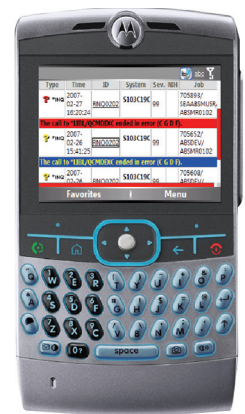
Using the absMessage web console you can manage your system messages in a local view for a single System i server and a network view for multiple servers. The absMessage web console also gives you the ability to view archived messages separately from live messages.

The screenshot shows the absMessage Web Console interface. At the top, it displays connection information: "Connected to: 10.400.0.130 Environment: AM20230". Below this is a navigation bar with "View", "Windows", and "Admin" tabs. The main content area shows a table of messages with the following columns: Message Type, Time Stamp, Message ID, Severity, and Job. The table contains several rows of messages, including warnings and errors. A red row highlights an error message: "Error message CIP4151 appeared during OPEN for the ABSMNST (C S D F)".

| Message Type | Time Stamp          | Message ID | Severity | Job  |
|--------------|---------------------|------------|----------|--|
| WFO          | 2007-02-08 14:47:29 | CP11024    | 0        | 651140Q5Y5IGSY/SARB4 Subsystem AM2021X H library AM2021XDTA starting   |
| WFO          | 2007-02-08 14:48:13 | CP09007    | 80       | 696334URCSLA/QPADEV0010 Serious storage condition may exist. Press HELP.   |
| WFO          | 2007-02-08 14:43:40 | CP09886    | 40       | 696307URCSLA/QPADEV0002 [ABSNSTALL] Installation started. Package Lib=HW00173. Install Mode=ATTENDED. Error Handling |
| WFO          | 2007-02-08 14:05:43 | CP09807    | 80       | 696307URCSLA/QPADEV0002 Serious storage condition may exist. Press HELP.   |
| COMPLETE     | 2007-02-08 14:03:06 | ABM0001    | 0        | 696307URCSLA/QPADEV0002 absMessage started at 2007-02-08-14:03:06.880000.  |
| WFO          | 2007-02-08 14:03:06 | CP11103    | 0        | 696440Q5Y5IGSY/AMISAND Subsystem AMISAND started.  |
| WFO          | 2007-02-08 14:03:05 | CP11024    | 0        | 651140Q5Y5IGSY/SARB4 Subsystem AMISAND H library AMISANDDTA starting   |
| WFO          | 2007-02-08 14:02:31 | CP09027    | 0        | 651140Q5Y5IGSY/SARB4 Subsystem AMISAND ended.  |
| WFO          | 2007-02-08 14:02:24 | CP09895    | 0        | 651140Q5Y5IGSY/SARB4 Subsystem AMISAND ending in progress.   |
| WFO          | 2007-02-08 14:02:19 | RNG1216    | 99       | 696438ABSDVIA/ABSMMSGIAT Error message CIP4151 appeared during OPEN for the ABSMNST (C S D F).                       |
| WFO          | 2007-02-08 14:01:51 | RNG1216    | 99       | 696438ABSDVIA/ABSMMSGIAT Error message CIP4151 appeared during OPEN for the ABSMNST (C S D F).                       |
| COMPLETE     | 2007-02-08 14:01:43 | ABM0001    | 0        | 696307URCSLA/QPADEV0002 absMessage started at 2007-02-08-14:01:43.361000.  |
| WFO          | 2007-02-08 14:01:19 | CP11103    | 0        | 696420Q5Y5IGSY/AMISAND Subsystem AMISAND started.  |

## ABSMESSAGE MOBILE

absMessage also comes standard with absMessage Mobile, an interface for handheld devices that provides true remote message and resource management. absMessage Mobile gives users the full functionality available with the absMessage web console in the palm of their hand.



## REMOTE INSTALL

absMessage simplifies management of multiple System i machines. The 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 MONITORING / QAUDJRN MONITORING

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

## RESTRICTED STATE PROCESSING

absMessage allows you to monitor your System i machine while in restricted state. Receive notifications via email on your cell phone while the system is running in Restricted State.

## 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.

## MESSAGE 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™

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