



maxMessenger message management

The messages on your iSeries machine let your skilled personnel know exactly what events are occurring or require attention. This does mean however that constant monitoring is required to assure that the right member of your team deals with this task at the right time.

In order to decrease system and application down time, reduce operator workload and improve service to the users on our iSeries machine, not only does your company need to run jobs such as backups and other regularly predictable functions automatically, companies also need some method of coping with errors, or potential problems, in a timely manner, as they occur.

The iSeries communicates errors by sending messages to various message queues. Managing these message queues is an involved task, especially when system activity is at a peak. maxMessenger removes the need to constantly monitor and manage message queues. It has been designed to monitor message queues and take the appropriate action based on the appearance of specified messages. With in-built logic allowing you to define an infinite number of actions to perform against any message on the monitored message queues. maxMessenger ensures the automation of this task will ease the workload of the IT department and ensures that no critical messages are missed..

Business Benefits

In order to achieve fully automated operation of your iSeries machine, not only do you need to run jobs such as backups and other regularly predictable functions automatically, you need some method of coping with errors as they occur.

Any organisation running an iSeries machine will be aware of the volume of messages the system generates. maxMessenger automates the handling of such messages. Virtually every system event will generate a message that may need a response. If this task is automated then you will have the opportunity to manage your iSeries machine by exception and optimise your system management. With maxMessenger you can specify which message queues to monitor, which messages on each queue to react to, and what actions to take for each message received. You can even take different actions for the same message received at different times of the day or week. Actions taken can be, to reply to the message, forward it to another message queue and/or execute a list of commands, therefore introducing a higher level of automation within your environment and reducing errors initiated by a user.

Your team can spend a great deal of time monitoring message queues for messages, but a lot of these messages are informational only and may not be considered important. Automation with maxMessenger can take care of these messages whilst ensuring system critical messages are not missed, therefore freeing up your personnel to undertake more productive tasks.

With maxMessenger you have the option to decide which messages do not need attention and those that do, you can then decide who is responsible for these messages. This will ensure the right member of your team is selected for the task depending on the priority of each message first time around, without delaying the process.

maxMessenger seamlessly integrates with maxAlarm's SMS and Paging module to form a powerful solution that reduces the need to have your skilled staff in a static location, ensuring optimum productivity, and ultimately reducing costs.

Along with full network support inbuilt within maxMessenger, there is also a 'Failover' feature which automatically activates if one of your machines were to fail. This will give you piece of mind that no errors are going to be missed and you will be informed if anything goes wrong.

Technical Benefits

QSYSOPR Message Queue can be extremely busy and removing the unimportant messages and replying to the others can be extremely time consuming. maxMessenger will apply the rules you give it automatically to these messages reducing the time taken to respond from minutes and hours, down to just seconds. When unimportant messages are taken care of for you by maxMessenger then the clutter often associated with message cues is removed, leaving just the unexpected messages and those you wish to manage.

maxMessenger is extremely easy to define and works on escalation logic. Nodes are used to control message escalation and messages can be transferred between nodes and the console. Messages appearing on both the nodes and the console can be given the attention they require without returning to the message queue.

Node displays are used in conjunction with message escalation. When a message arrives on a message queue that message can automatically be sent to any node display and the node displays will refresh automatically. They can be set-up so that the operator must acknowledge the receipt of that message within a certain time period. Message management can therefore be allocated to those currently on shift, or in the active time zone for international organisations to handle 24 hour a day management.

If a message is not acknowledged within a time period it can then be escalated to another node or any action can automatically be processed. All the nodes can be monitored from the console to ensure all service levels and time scales are adhered to.

The functionality of maxMessenger can be used over a network of iSeries machines: enquiry messages can be answered on node displays, and maxMessenger keeps a full audit trail of any messages received. This functionality will ensure you achieve the quality and accuracy of work without any implications.

maxMessenger is fully integrated with maxAlarm the SMS and Paging module to enable remote response to messages and with maxScheduler to include JOB submission within your defined rules.

Specifications

- Runs on any version of IBM OS/400
- Available in CISC or RISC versions
- Full visibility across your network as standard
- Automated message reply/escalation
- Monitor multiple networked iSeries message queues on a single display
- Monitor messages by message ID (shipped with predefined example message lists)
- Complete audit trail of all messages received
- Completely user definable, unlimited actions on receipt of any type of message
- Automatic fail over procedures
- SMS Security on message reply: None, user profile or user profile & password
- Message escalation via a pager or mobile SMS (maxAlarm)
- Reply to messages remotely via two-way SMS (maxAlarm)
- Automatically action spool files on job completion (maxSpool)
- Submit predefined schedule jobs on receipt/escalation/unanswered message
- Full Integration with all other Maximise modules and your existing environment both inbuilt and through shipped OS/400 commands.



For further **information** contact our sales team on **01285 862 100** or email **info@apsu.com**