



AUTOMON® Messenger is an automated messaging system that monitors message queues, applications and jobs, alerting support personnel when problems occur



## IBM i Automated Alerts

### The key to unattended operations

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**The financial benefits of running an unattended operation are compelling, yet it can be hard to put into practice. Inevitably, critical issues such as batch failures arise overnight, requiring urgent intervention to avoid system downtime and loss of productivity. AUTOMON® Messenger keeps your unattended operation running smoothly by alerting offsite support personnel to any problems and enabling corrective action to be taken remotely.**

**Now you can:**

- Maximize system availability by automatically monitoring messages on your IBM i servers, ensuring that critical events are never missed
- Increase responsiveness by alerting staff to problems as they happen, by text message, e-mail or Twitter
- Eliminate the need for costly onsite support cover by enabling operator responses to be actioned remotely by cell phone
- Contact the right staff at the right time, via their cell phone or pager, helping to improve communication for your organization
- Escalate messages according to rules you define, to ensure prompt problem resolution
- Exchange messages with any installed utility and application software, enabling any necessary action to be taken automatically
- Integrate seamlessly with AUTOMON® Scheduler and AUTOMON® Console, for a fully automated job scheduling and message management solution

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### **Two-way paging – extended messaging capability**

Two-way paging is an optional feature that extends the functionality of AUTOMON® Messenger. It allows a user to not only receive messages from AUTOMON® Messenger, but also to respond accordingly to control the IBM i server.

Messages can be sent and received via SMS (Short Message Service), e-mail and / or Twitter.

Two-way paging is shipped with a core set of message actions to make installation easy and fast. Users can also extend the power of two-way paging by defining their own message actions and associating them with IBM i programs to facilitate a wide range of remote operations.

Reduce downtime,  
saving time and  
lowering costs

Improve service to  
end users

Reduce the need for  
overtime or 24 hour  
operational cover



## A powerful messaging system

AUTOMON® Messenger is designed specifically for IBM i servers and can be installed easily in minutes, using simple procedures. Product-wide cursor-sensitive help is provided to get users started quickly.

An authority matrix enables every feature of AUTOMON® Messenger to be secured for individual users or all users, as required.

## Flexible automated alerts

AUTOMON® Messenger can:

- Send messages to all pager types and exploit SMS, e-mail and Twitter facilities to send and receive messages on devices such as cell phones and tablets
- Forward standard messages received on a message queue
- Send messages that are stored in the AUTOMON® Messenger message bank
- Send one-off messages - for example end users can be given the ability to send messages to on-call staff from within an application menu
- Receive messages back from a device and use these to control the operation of the IBM i server by issuing commands or running programs

Messages can include the system name, message IDs, the user ID of a job prefix and full message text. The importance of every message is indicated by a severity code.

A history is maintained of every message sent to individuals or to groups of users, together with an audit trail of all message activity, both sent and received.

## Providing full operational cover

AUTOMON® Messenger allows you to define messaging rotas to conform with shift patterns or on-call rotas. This provides total flexibility across any dates and times, and ensures the correct person is always notified automatically when critical system events occur.

## Keeping you in contact with all of your staff

Messages can be sent to one or more users simultaneously, saving time and improving communication.

Individual devices can be linked into groups, which are simple to define and can be updated dynamically as required. Individual devices and groups can be activated or deactivated at any time.

## Automatic message queue monitoring

AUTOMON® Messenger monitors IBM i message queues for critical messages. It also alerts staff immediately to any software errors, reducing downtime and improving the service to end users.

Alerts can be sent every time a message of a user-defined type or above a user-defined severity level is received, ensuring that critical problems are given top priority.

Messages can be excluded by message ID or by user-defined text strings, ensuring that messages are only sent when required.

## No more unanswered messages

Message escalation ensures that critical problems receive a fast response. Unanswered paging messages are automatically routed to alternative pagers from a user-defined fallback list until the message is answered.

Message escalation addresses the limitations of one-way paging communication by ensuring that outstanding messages requiring a reply are always actioned.

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