SoftLanding SYSTEMS®

IBM i Message Management

Strengthen your Message Management capabilities and safeguard system performance

Standard message management on the IBM i is limited, making it hard to ensure that important messages are actioned promptly and correctly. Responding to messages is largely manual, which is time consuming and prone to error. Ultimately, important messages could be overlooked, leading to delays, errors and loss of system availability. AUTOMON® for iConsole allows you to gain control over IBM i messages throughout your organization, so you can:

- Save time and increase staff productivity by automatically monitoring and responding to messages

- Increase batch throughput by reacting faster to system-critical and application-critical messages

- Audit all message activity to improve quality control

- Increase productivity by generating system messages that are easier to understand, using the Message Translation facility

- Improve message presentation with an enhanced console display and graphical user interface

- Manage all IBM i messages centrally from a single display

The automated message management solution

AUTOMON® for iConsole monitors messages for all of the IBM i servers in your network. Messages can be actioned automatically according to response rules defined by you, allowing you to improve system throughput, save operator time and reduce your running costs.

In a network environment AUTOMON® for iConsole provides you with a centralized point of access and control, allowing your system operators to keep their finger on the pulse at all times.

You can also take automation to the next level by complementing AUTOMON® for iConsole's capabilities with AUTOMON® for iMessage's 2-way remote messaging for unattended operations.

Manage messages on remote IBM i servers

AUTOMON® for iConsole allows you to control message management for your entire network simply and efficiently, from a single screen. Messages can also be routed to any IBM i server in your network.

Free up staff time by responding to your messages automatically

Increase system throughput by reacting quickly to system-critical messages

Improve quality control by auditing all responses to your messages

Proactively manage your system resources

AUTOMON® for iConsole monitors the resources on your IBM i servers 24/7. If a component on the system is not in the correct state, relevant actions can be carried out automatically and you will be notified. For example:

- Is the critical communications line active, ready to receive customer orders?
- Has an important FTP job completed?
- Are job queues nearly full, threatening bottlenecks on the system?

Key events like these can be monitored and pre-emptive action taken on your IBM i servers.

Enhanced console displays

- Get a clearer picture – AUTOMON® for iConsole's enhanced console displays and advanced browser interface transform the standard IBM i message queue displays into more flexible, meaningful, and user-friendly views of message activity
- View messages from multiple queues across your IBM i network simultaneously, from a single display
- Choose how messages are displayed, for example in job order, severity order or chronologically. The message queue display is updated dynamically
- React to important messages faster by using AUTOMON® for iConsole's color coding facility. Messages are color coded according to their severity

More meaningful messages

The Message Translation facility increases user productivity by replacing complex or ambiguous system- and application-generated messages with simplified alternatives.

Review message history

AUTOMON® for iConsole provides a comprehensive audit trail to help you manage your message activity.

You can review how messages were actioned, when and by whom. This helps ensure that quality and service level standards are met, whilst identifying any requirements for operator training.

Monitor message queues automatically

- Monitor all or just some of your message queues
- Define which messages to monitor and how to action them using powerful filtering facilities
- Action your messages automatically - some of the possible options are to acknowledge, reply, remove, issue a command or call a program
- Ensure business-critical messages are always actioned, using the Message Escalation facility
- Escalate any message action that has not been performed within a specified time - for instance, by sending a text message to offsite support personnel using the AUTOMON® for iMessage automated messaging system
- Alternatively, send an e-mail or generate an SNMP alert to an enterprise monitoring application

Keep operations running smoothly

Operations personnel can pre-empt problems using AUTOMON® for iConsole's integral Message Wait Monitor. Information about jobs in a Message Wait status is automatically forwarded to the system operator's message queue for action.

Responding to messages can be simplified by grouping messages that require a common action in a single message list.

Keeping users informed takes less time and effort using the AUTOMON® for iConsole Notification Group feature. At the click of a button a single message can be sent to multiple users, both on local and remote IBM i servers.

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