

MESSENGER/400

MESSENGER/400 is a message monitoring, automated system response mechanism, and paging and e-mail tool. It has been installed at well over 100 clients, MESSENGER/400 was first produced in 1991 and has been a leading product ever since. MESSENGER/400 can be split into a number of different functions beginning with message management.

Linking with e-mails, pagers and mobile phones to receive text messages from the iSeries or AS/400, personnel wherever they find themselves can receive status messages both negative and positive-from successful end of day runs to application failures.

“Automated Response” is a valuable feature of MESSENGER/400. For many operators, the daily grind of sitting at a console answering messages on the screen creates boredom and restlessness. If application and system generated messages can be answered by the system itself with a pre-determined response, the operator is then released to tackle other tasks. This allows for better working practices, increased staff flexibility, and a more productive environment. A good example of using MESSENGER/400s automated answering facility is that shown by Stanley Tools in Sheffield, the company managed to remove an entire shift but still maintained the working status of their systems. By using MESSENGER/400 to answer the system and application generated messages, staff reductions could be obtained and the department achieved its new targets.

The iSeries or AS/400 can potentially generate up to 26,000 different messages incorporating many facets of the operating of the machine in addition to thousands of application messages. Therefore, it is very important that the right person gets the correct message. MESSENGER/400 will allow multiple messages to be sent to multiple phones/pagers or e-mail addresses. This means that you could, for example, direct operational type messages to the Operation Manager, or system produced messages to the IT Manager. This all leads to a better managed system.

The first screen shows us one of the “View Messages” screens. From here you are able to see all application and system generated messages as well as those manually generated. You can determine the appropriate response to any given message here.

```

File Edit View Settings Help
-----
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
-----
28JAN02          ===== NYCO C MESSENGER/400 =====          12:16

View Messages          Current View  VALID          Current User  *ALL
3=Hld 5=Disp 6=Trans 7=Rpy E=Excl A=Auto Resp O=Ovrde ==>> _____
Opt Stat User          Mch   Date   Message (most recent first)
- New  DEMO            NYCOC 24JAN02 test 24/1
- Held DEMOMSGR       NYCOC 16JAN02 Message Queue (QSRVBAS) being monitored by
- Held QSYS           NYCOC 16JAN02 Subsystem NYCOMSGR started.
- Held QSYS           NYCOC 16JAN02 Subsystem NYCOMSGR in library DEMOMSGR star
- Held QSYS           NYCOC 16JAN02 Subsystem NEMSITM started.
- Held QSYS           NYCOC 16JAN02 Subsystem NEMSITM in library NNOITMCLT star
- Held QSYS           NYCOC 16JAN02 Line NEMSLINE varied on successfully.
- Held QSYS           NYCOC 16JAN02 Message CPA5806 reply ignored.
- Held QSECOFR        NYCOC 15JAN02 Job 079787/QSECOFR/DAILYSAVE completed norm
- Held QSYS           NYCOC 15JAN02 Job 079787/QSECOFR/DAILYSAVE submitted for
- Held QPGMR          NYCOC 15JAN02 Job 079784/QPGMR/QCLNSYSLOG completed norma
- Held QPGMR          NYCOC 15JAN02 Job 079785/QPGMR/QCLNCALITM completed norma
- Held QPGMR          NYCOC 15JAN02 Job 079786/QPGMR/QCLNUSRPGM completed norma
- Held QPGMR          NYCOC 15JAN02 Job 079782/QPGMR/QCLNSYSMSG completed norma
- Held QPGMR          NYCOC 15JAN02 Job 079781/QPGMR/QCLNUSRMSG completed norm +

F3=Exit F5=Refresh F7=Hold All F10=Upd Excl/Auto Resp/Ovrde F12=Previous
F19=Prev View F20=Next View
          MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
-----
ONLINE
-----

```

Below you will see a detailed view of one of the manually generated messages. This shows you the message itself, along with the time it was created, the machine it came from, who the message was sent out to and the time that it was sent.

Manual Message

```

File Edit View Settings Help
-----
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
-----
29JAN02          ===== NYCO C MESSENGER/400 =====          09:52

View Messages

hello from Nyco UK

Origin       : Manual                Sent From    : SWEBB
Status      : New                   Job Name     : QPADEV0006
Machine Id  : NYCOC                 Job Number   : 080333
Severity    : 98
Return Type :                       Creation Time: 9:52:11
                                           Creation Date: 29JAN02

Callsign    : 07973675401
Pager Text  : Steve Webb             Message Queue:
                                           Message File :

F3=Exit F11=2nd Level F12=Previous
          MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
-----
ONLINE
-----

```

The next screen shows us the type and form that an automated response can take to any system generated message. This is the Message Action screen where we can allocate a response through a number of differing factors. You will notice that a message with an ID number of CPC1604 has been chosen.

Automated Response

```

File Edit View Settings Help
-----
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
-----
28JAN02          ===== NYCO C MESSENGER/400 =====          14:55

Message Actions                                     View - ALL
2=Change 4=Delete 5=Display

Opt  Msg Id.  Message Text
-   CPC1162   Job // held by user  with option SPLFILE(*NO).
-   CPC1163   Job // released by user .
5   CPC1604   Active subsystem description  in  changed.
-   CPC8A21   Activity related to documents and folders is now allowed.
-   CPC8A22   All documents and folders are now available.
-   CPD27CD   Line  vary on failed.
-   CPD27D0   Line  vary on failed.
-   CPD2723   Device  not varied on.
-   CPF0934   IPL completed.
-   CPF0993   Start of controlling subsystem in progress during IPL.
-   CPF1103   Subsystem  started.
-   CPF1187   Subsystem  cannot allocate work station .
-   CPF1241   Job // completed normally on  at .
-   CPF1273   Communications device  was allocated to subsystem .          +

F3=Exit F6=Add F11=Txt/Applies F12=Previous F14=Alt Display
MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
-----
ONLINE
-----

```

We have in this example decided that whenever the message with an ID of CPC1604 appears it should be excluded from all machines, all users, all shifts, all days and jobs. The message action to be taken is E - Exclude.

```

File Edit View Settings Help
-----
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
-----
31JAN02          ===== NYCO C MESSENGER/400 =====          12:08

Message Actions                                     Action - DISPLAY

Message Id.                CPC1604
Message File                QCPFMMSG
Library                    QSYS
Message Text                Active subsystem description  in  changed.

Applies to Machine         *ALL          Name, *ALL
Applies to User            *ALL          Name, *ALL, *NONE
Applies to User Group     *NONE        Name, *ALL, *NONE
Applies to Shift          *ALL          Shift (A,B,C,D), *ALL
Applies to Days           *ALL          B, N, *ALL
Applies to Job            *ALL          Name, *ALL
Text Match                 *ALL

Message Action              E              Exclude, Automatic Response, Override
                                                                    +

F3=Exit F12=Previous
MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
-----
ONLINE
-----

```


You can see that we have allocated an immediate response to the message by instructing the time delay to be zero. We have told the system not to page out the message and that it should reply with a C. You could also, if required, enter a CL command to respond to the message. This could be in effect a self-generating answer to a query or completion message that is created.

```

===== NYCO C MESSENGER/400 ===== 15:07
Message Actions Action - DISPLAY
Automatic Response Time 0:00
Page Message (Y/N) N
Response in sequence (R/P/C) R Sequence: Reply
Reply c
Command to run Library *LIBL
Program to run Library
Passed Parameters (0,1,2,3,4) 0 No Passed Parameters
Parameter Text
F3=Exit F12=Previous
MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999

```

Shift Schedules

Here we have the shift schedule screen shown. This screen dictates who is on call at various times of the day and eligible to receive messages from the iSeries or AS/400. The day is split into 4 periods, A, B, C, and D.

```

===== NYCO C MESSENGER/400 ===== 16:21
User Group F8=Duplicate F23=Delete F24=Add Weeks 0
Shift Schedules 2002
Mon 28/01 Tue 29/01 Wed 30/01 Thu 31/01 Fri 1/02 Sat 2/02 Sun 3/02
User Grp a b c d a b c d a b c d a b c d a b c d a b c d a b c d
*SYS HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H
DEMO #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #H#H#H#H #H#H#H#H
NIGEL #HNCNCNC #HNCNCNC #HNCNCNC #HNCNCNC #HNCNCNC #HNCNCNC #HNCNCNC
SHEILA
SSM #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H #HP1P1#H
STEVE #HSWSWSW #HSWSWSW #HSWSWSW #HSWSWSW #HSWSWSW #HSWSWSW #HSWSWSW

Pagers
Code Callsign Text Code Callsign Text
NY 02088614969 NYCO Office
P1 851552 NYCO PageOne Page
SW 07973675401 Steve Webb

F3=Exit F5=Refresh F12=Previous F19=Previous Week F20=Next Week Enter=Update
MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999

```

System Values

```
File Edit View Settings Help
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
28JAN02 ===== NYCO C MESSENGER/400 ===== 12:08
System Values 1 of 2
Message Queue Search Frequency 10
Mailbox Search Frequency 60
Message Transmission Frequency 30
Network Console New Message Check Freq 15
Network Console Inactivity Refresh 15
Network Inquiry Identifier 1
Default Callsign (F4=Prompt) 851552 NYCO PageOne Pager
Search Type (Q:Msgqs Only, B:Both) Q
Suppress Page Replies (Y/N) N
Shift Pattern
Hours - 0 0 0 0 0 0 0 0 0 1 1 1 1 1 1 1 1 1 2 2 2 2
        0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3
        | | | | | | | | | | | | | | | | | | | | | | | |
        AAAAAAAAAAAAAABBBBBBBBBBBCCCCCCCCCDDDDDDDDDDA
A= 23:30 to 7:30 B= 7:30 to 13:00 C= 13:00 to 18:00 D= 18:00 to 23:30
F3=Exit F10=Update F12=Previous
MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
ONLINE 5.41 M
```

The System Values screen allows you to set up the polling frequency of the queues, the time delays associated with message transmission, the default callsign, i.e. where messages which fail are sent, and the shift pattern. For the shift pattern you must always have a start and an end in this case A and D, with their corresponding times. The times shown as a 24hr clock are displayed above the letters.

Message Queues

```
File Edit View Settings Help
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
28JAN02 ===== NYCO C MESSENGER/400 ===== 11:59
Message Queues Monitored F16=Position F17=Generic _____
I=Select
Option Msg.Queue Library Description
| AMAPICS QUSRSYS INFO/WP system owner profile
- ASMOOTHY QUSRSYS Adrian Smoothy
- ASRUSER QUSRSYS ASREMOTE User profile.
- BCUDBY QUSRSYS Brian Cudby
- DD QUSRSYS Dave Duckworth
1 DEMOMSGR QUSRSYS MESSENGER/400 User Profile _____
- DEVPC1A QSYS Work Station Message Queue
- DEVPC1B QSYS Work Station Message Queue
- DEVPC1G0 QSYS Work Station Message Queue
- DEVPC1G1 QSYS Work Station Message Queue
- DEVPC1S1 QSYS Work Station Message Queue
- DEVPC1S2 QSYS Work Station Message Queue
- DEVPC2A QSYS Work Station Message Queue
- DEVPC2B QSYS Work Station Message Queue
- DEVPC2C QSYS Work Station Message Queue +
F3=Exit F5=Refresh F10=Update F12=Previous F13=Rebuild
MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
ONLINE 7,3 M
```

The screen above shows us the message queues on the system. As many or as few queues can be monitored by selecting them with a 1.

Here we see Network Console. The ability to see real time messages is available from this screen. Multiple messages from multiple machines can be displayed with each machine being colour coded to allow for ease of identification.

Network Console

```

File Edit View Settings Help
Open Close Copy Paste Print About Dup Clear Erase Attr Sysreq Help Hex
28JAN02 ===== NYCO C MESSENGER/400 ===== 11:56:49
Network Console Current View - ACTIVE Messages - 28
ALARM ON
Stat User Mch Date Message (most recent first)
New DEMO NYCOC 24JAN02 test 24/1
Sent DEMOMSGR NYCOC 27DEC01 Job 078700/DEMOMSGR/STRMSG completed norma
Sent QTCP NYCOC 27DEC01 Job 078684/QTCP/QTPST10110 completed normal
Sent QUSER NYCOC 27DEC01 Job 078666/QUSER/QPWPSERVSD completed norma
Sent QSYSOPR NYCOC 24DEC01 Job 078553/QSYSOPR/QPWROFFPGM completed nor
Sent QPGMR NYCOC 24DEC01 Job 078549/QPGMR/QCLNSYSLOG completed norma
Sent QPGMR NYCOC 24DEC01 Job 078548/QPGMR/QCLNSYSVRT completed norma
Sent QPGMR NYCOC 24DEC01 Job 078550/QPGMR/QCLNCALITM completed norma
Sent QPGMR NYCOC 24DEC01 Job 078547/QPGMR/QCLNSYSMSG completed norma
Sent QPGMR NYCOC 24DEC01 Job 078546/QPGMR/QCLNUSRMSG completed norma
Sent QPGMR NYCOC 24DEC01 Job 078551/QPGMR/QCLNUSRPGM completed norma
Sent QTCP NYCOC 24DEC01 Job 078534/QTCP/QTPST10181 completed normal
Sent QUSER NYCOC 24DEC01 Job 078515/QUSER/QPWPSERVSD completed norma
Sent QSYSOPR NYCOC 21DEC01 Job 078422/QSYSOPR/QPWROFFPGM completed nor
Sent QPGMR NYCOC 21DEC01 Job 078418/QPGMR/QCLNSYSLOG completed norma

F3=Exit F5=Refresh F10=Alarm on/off F12=Previous F14=View Messages F20=NextView
MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
ONLINE 1.1 M

```