

# 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
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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
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```

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

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

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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.

31JAN02 ===== NYCO C MESSENGER/400 ===== 12:08

Message Actions Action - DISPLAY

Message Id. CPC1604

Message File QCPFMSG

Library QSYS

Message Text Active subsystem description in changed.

Applies to	Value	Name	Value
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

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The example shows you an automated response to an enquiry message. Again we have selected the message by taking option 5 from the menu. The message ID is CPA5817.

## Message Action Automatic Response

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File Edit View Settings Help
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
28JAN02 ===== NYCO C MESSENGER/400 ===== 15:04
Message Actions View - ALL
2=Change 4=Delete 5=Display

Opt  Msg Id.  Message Text
-   CPF1240  Job // ended abnormally.
-   *NONE
-   CPF0995  Subsystem ending in progress.
-   CPF1393  Subsystem disabled user profile on device .
-   CPF1393  Subsystem disabled user profile on device .
5   CPA5817  Line failed. Probable local hardware problem. (C G R)
-   CPF1241  Job // completed normally on at .
-   CPF3347  Device not found.
-   CPF3382  Writer // started.
-   TCP3210  Connection verification statistics: of successful ( %).
-   CPA5243  Press Ready, Start, or Start/Stop on printer .
-   CPC1E1D  Cleanup has completed.
-   CPC1125  Job // was ended by user .
-   CPC1126  Job // was ended by user .

F3=Exit F6=Add F11=Txt/Applies F12=Previous F14=Alt Display
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```

This screen is identical in appearance to an earlier one, with the difference being the response given on the bottom line against the Message Action. The response in this case is A - Automatic Response.

```
File Edit View Settings Help
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
28JAN02 ===== NYCO C MESSENGER/400 ===== 15:07
Message Actions Action - DISPLAY

Message Id. CPA5817
Message File QCPFMSG
Library QSYS
Message Text Line failed. Probable local hardware problem. (C
G R)

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 A Exclude, Automatic Response, Override
+

F3=Exit F12=Previous
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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.

Open	Close	Copy	Paste	Print	About	Dup	Clear	Erase	Attn	Sysreq	Help	Hex
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28JAN02          ===== 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

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## 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.

File	Edit	View	Settings	Help								
Open	Close	Copy	Paste	Print	About	Dup	Clear	Erase	Attn	Sysreq	Help	Hex

```

29JAN02          ===== 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

Paggers
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
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## 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 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  
| | | | | | | | | | | | | | | | | | | | | | | | | |  
AAAAAAAAAAAAAAAABBBBBBBBBBBBCCCCCCCCDDDDDDDDDDA

A= 23:30 to 7:30 B= 7:30 to 13:00 C= 13:00 to 18:00 D= 18:00 to 23:30 +

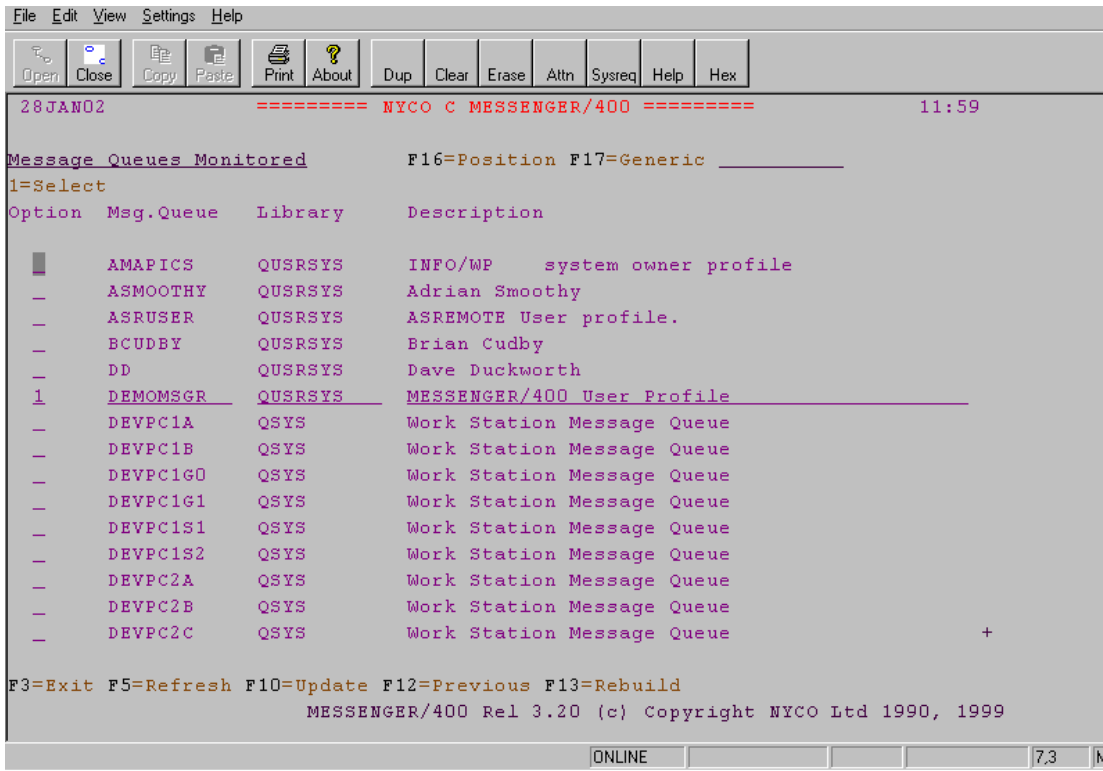
F3=Exit F10=Update F12=Previous

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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



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

```

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       NYCO  24JAN02  test 24/1
  Sent DEMOMSGR  NYCO  27DEC01  Job 078700/DEMOMSGR/STRMSGR completed norma
  Sent QTCP      NYCO  27DEC01  Job 078684/QTCP/QTPST10110 completed normal
  Sent QUSER     NYCO  27DEC01  Job 078666/QUSER/QPWFSERVSD completed norma
  Sent QSYSOPR   NYCO  24DEC01  Job 078553/QSYSOPR/QPWROFFPGM completed nor
  Sent QPGMR     NYCO  24DEC01  Job 078549/QPGMR/QCLNSYSLOG completed norma
  Sent QPGMR     NYCO  24DEC01  Job 078548/QPGMR/QCLNSYSRPT completed norma
  Sent QPGMR     NYCO  24DEC01  Job 078550/QPGMR/QCLNCALITM completed norma
  Sent QPGMR     NYCO  24DEC01  Job 078547/QPGMR/QCLNSYSMSG completed norma
  Sent QPGMR     NYCO  24DEC01  Job 078546/QPGMR/QCLNUSRMSG completed norma
  Sent QPGMR     NYCO  24DEC01  Job 078551/QPGMR/QCLNUSRPGM completed norma
  Sent QTCP      NYCO  24DEC01  Job 078534/QTCP/QTPST10181 completed normal
  Sent QUSER     NYCO  24DEC01  Job 078515/QUSER/QPWFSERVSD completed norma
  Sent QSYSOPR   NYCO  21DEC01  Job 078422/QSYSOPR/QPWROFFPGM completed nor
  Sent QPGMR     NYCO  21DEC01  Job 078418/QPGMR/QCLNSYSLOG completed norma

F3=Exit F5=Refresh F10=Alarm on/off F12=Previous F14=View Messages F20=NextView
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