

Product Overviews

We have been producing iSeries and AS/400 automation software for over 24 years. All of our products are designed and produced by our own team based in Reading. In this presentation, we will show you products that can enhance and improve your operations.

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 starting 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/400’s 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 24,000 different messages incorporating many facets of the operation of the iSeries or AS/400 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 e-mails, phones and/or pagers. This means that you could, for example, direct operational type messages to the Operations 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 or system generated messages as well as those manually generated. You can determine the appropriate response to any given message here.

View Messages

```
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 62 M
```

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 1.1 M
```

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          10.2  M

```

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          1.1

```

The example shows 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

```

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
                MESSENGER/400 Rel 3.20 (c) Copyright NYCO Ltd 1990, 1999
-----
ONLINE
-----

```

This screen is identical in appearance to the 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                QCPFMMSG
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
                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 setting the time delay to 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.

```

File Edit View Settings Help
===== 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
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
        | | | | | | | | | | | | | | | | | | | | | | | |
        AAAAAAAAAAAAAAAAAABBBBBBBBBBBCCCCCCCCCDDDDDDDDDDA

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 Altn Sysreq Help Hex
28JAN02 ===== NYCO C MESSENGER/400 ===== 11:56:49

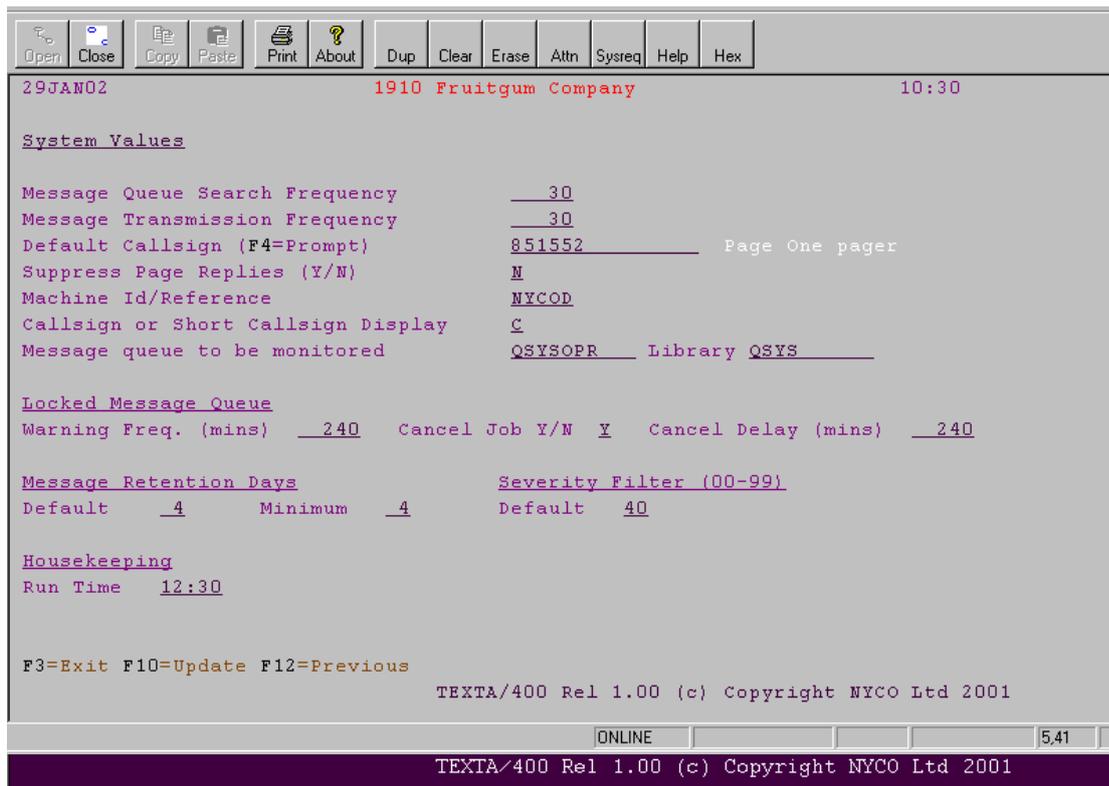
Network Console Current View - ACTIVE Messages - 28
ALARM ON
Stat User Mch Date Message (most recent first)
New DEMO NYCOC 24JAN02 test 24/1
Sent DEMOMSGR NYCOC 27DEC01 Job 078700/DEMOMSGR/STRMSG completed norma
Sent QTCP NYCOC 27DEC01 Job 078684/QTCP/QTPST10110 completed normal
Sent QUSER NYCOC 27DEC01 Job 078666/QUSER/QPWFSERVSD 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/QPWFSERVSD 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

```

TEXTA/400

TEXTA/400 is in essence a mini MESSENGER. It was designed to accommodate those businesses that feel the need for a full-blown message-monitoring product is not required. TEXTA/400 will monitor a single message queue and send the messages selected from that queue to a user by e-mail, mobile phone or pager. Obviously not every message is required so message filtering is available. We use severity levels to determine which messages should and should not be sent. On the screen below you can see the queue to be monitored and also the severity level set for message selection. All the existing paging services are catered for in TEXTA/400, which will allow for multiple e-mails/phones/pagers to be set up running multiple services.



```
Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
29JAN02 1910 Fruitgum Company 10:30

System Values
Message Queue Search Frequency      30
Message Transmission Frequency      30
Default Callsign (F4=Prompt)        851552 Page One pager
Suppress Page Replies (Y/N)         N
Machine Id/Reference                NYCOD
Callsign or Short Callsign Display   C
Message queue to be monitored        QSYSOPR Library QSYS

Locked Message Queue
Warning Freq. (mins) 240 Cancel Job Y/N Y Cancel Delay (mins) 240

Message Retention Days              Severity Filter (00-99)
Default 4 Minimum 4 Default 40

Housekeeping
Run Time 12:30

F3=Exit F10=Update F12=Previous
TEXTA/400 Rel 1.00 (c) Copyright NYCO Ltd 2001
ONLINE 5.41
TEXTA/400 Rel 1.00 (c) Copyright NYCO Ltd 2001
```

System Status Monitor

The System Status Monitor is a TCP/IP network-monitoring product. Developed by NYCO and complementing the MESSENGER/400 suite of automation products. SSM is loaded onto the iSeries or AS/400 allowing you to view all of the IP addresses from the devices on your network. The units are then polled at pre-determined intervals. If a reply is not received from one or more of the units a text message is sent out via e-mail, mobile phone or pager, as well as appearing on the console.

```

Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
SM010R NYCO 28/01/02
SM010D System Status Monitor 16:27

Work with Remote Systems
2=Change 4=Delete 5=Display
Mon Con
Opt Sts Sts Remote System Name Description
- R F NYCO ** NOT FOUND ON HOST TABLE ENTRIES **
5 R S NYCO_NT
- R F NYCOB
- R S NYCOC

F3=Exit F4=Fold F6=Add F12=Cancel
MESSENGER/400 - SSM Rel 3.20 (c) Copyright NYCO Ltd 2000
ONLINE 10.3 M

```

The screen above shows us the units currently on the network that we have set up to demonstrate the machines with TCP/IP addresses. Below you can see that we selected a machine called NYCO_NT. Its TCP/IP address is shown along with the polling intervals, retries, status, last polled time, message queue and date/time that any change was last made.

```

Open Close Copy Paste Print About Dup Clear Erase Attn Sysreq Help Hex
SM007R NYCO 28/01/02
SM007D System Status Monitor 16:30

Work with Remote Systems Action - DISPLAY
Monitored system.....: NYCO_NT

TCP/IP address.....: 172.16.1.1

Number of retries.....: 5
Wait time (secs).....: 10
Minimum poll delay.....: 6

Status.....: R E=Ended H=Held R=Released
Next time to Poll.....: --/--/-- --:--:--
Last polled date/time....: 12/07/01 12:11:41

Message queue.....: QSYSOPR Message queue library....: QSYS

Last changed date/time...: 12/07/01 09:34:18 by user....: SSCOTT

F3=Exit F5=Refresh F12=Cancel
MESSENGER/400 - SSM Rel 3.20 (c) Copyright NYCO Ltd 2000
ONLINE 1.1 M

```

Here we have the screen that allows us to configure, adapt, clear and amend the TCP/IP network.

