

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

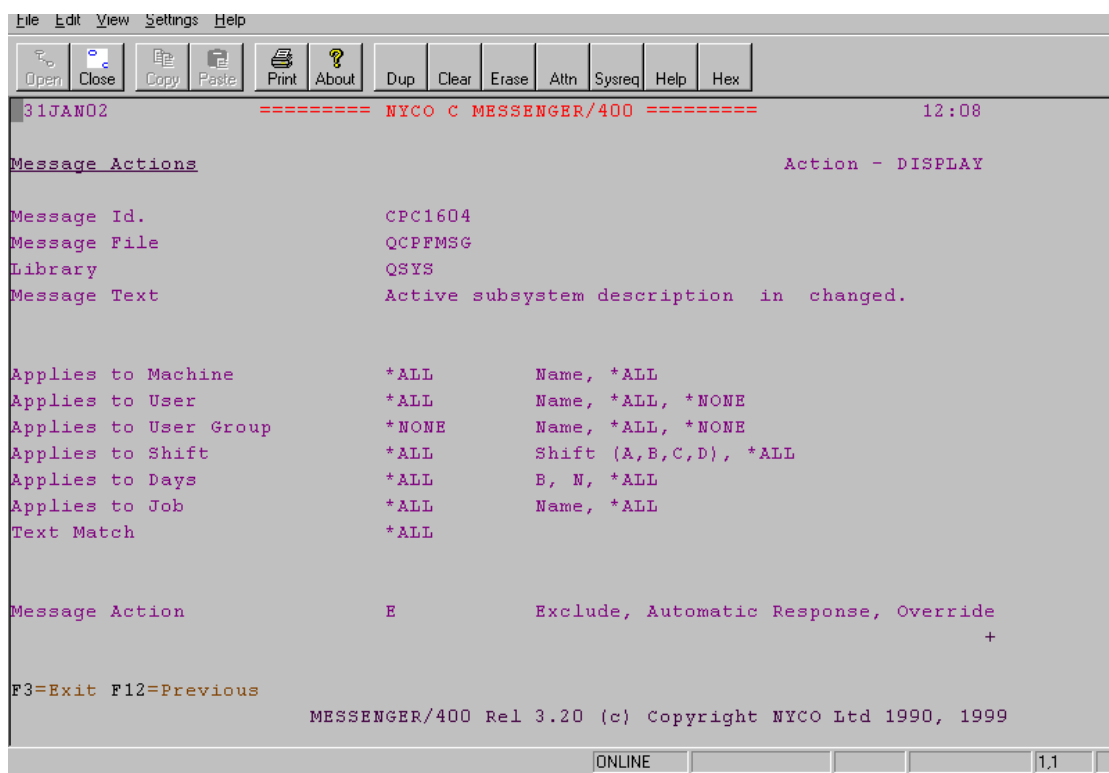
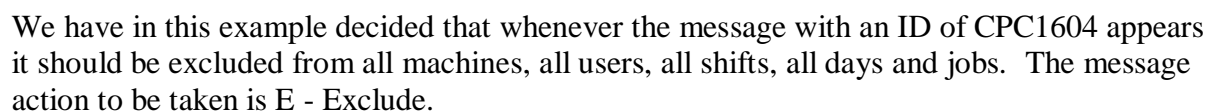
hello from Nyco UK

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 11 M
```

Automated Response



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
```

```

File Edit View Settings Help
[Icons: Open, Close, Copy, Paste, Print, About, Dup, Clear, Erase, Altn, 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

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[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.

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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ONLINE 1.1 M

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.

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

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

ONLINE 18.52 M

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
 | | | | | | | | | | | | | | | | | | | | | | | |
 AAAAAAAAAAAAAABBBBBBBBBBBCCCCCCCCDDDDDDDDDA

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

1=Select

Option	Msg.Queue	Library	Description
	AMAPICS	QUSRSYS	INFO/WP system owner profile
-	ASMOOTHY	QUSRSYS	Adrian Smooty
-	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 +

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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 Attn 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/STRMSGR 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/QCLNSYSPRT 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.

