

Halcyon message manager



The Halcyon Message Manager helps you stay in control of any situation, whether it is by alerting you to impending disaster, such as suspension of disk mirroring or imminent disk failure, or by informing you that a time-critical job has not yet finished.

You can teach the Halcyon Message Manager how to react to various situations, even complex ones, and it will emulate precisely the actions of a very experienced operator.

Let the Halcyon Message Manager be your early warning system to detect problems before they turn into major disasters.

features

- Monitors any message queue - without requiring an exclusive lock on the message queues so people can still answer their own messages manually if required
- Monitors the QHST Message Log
- Comprehensive message filters provide specific, generic and global options
- Escalating actions can be defined for recurring messages
- Action can be taken if messages are *not* received within a specific time frame
- Actions include automatic reply, execute a command, call a program, forward the message to another queue or system, display local "pop-up" window or send a message to a mobile phone, pager or email using the Halcyon Message Communicator
- Action schedules can be defined so that different actions can be taken dependent upon the day or time of day
- TCP/IP monitor can detect IP device failures
- A central Network Console is provided to monitor and manage multiple iSeries servers
- Messages received on remote iSeries servers can be answered by the host Network Console Operator
- Messages can be sent directly into the Halcyon Enterprise Console when a graphical centralised management tool is required
- Includes full diagnostics and audit trail

Prevent disaster by monitoring system critical messages, which often go unnoticed on a busy system, and notify the right people immediately.

Reduce unscheduled computer downtime by monitoring for early-warning messages.

Minimise processor halts due to unanswered inquiry messages, which in turn, hold up other jobs causing delay and end-user frustration.

Reduce the risk of human error and erroneous message replies - consider the effect of replying with a "C" (Cancel) to a "File is full" message, rather than with an "I" (Increment).

Improve your department's overall efficiency and effectiveness by automating your operations.

Free up valuable resource time for your Operator by highlighting only those messages that need attention.

Save cost by eliminating the need for out-of-hours manned operations.

Stay in control of any situation - from any location. Using the 2-way SMS facility, you can send replies to inquiry messages and execute commands on an iSeries server directly from your mobile phone.

Multiple iSeries servers can be monitored from a single centralised Network Console.

Monitor for the failure of any type of device or server connected to the iSeries via TCP/IP. Various tolerances and interval checking can be pre-defined.

Never miss an important message again!

"We provide effective and efficient IT, business consulting and business process outsourcing services to large corporate and public sector clients. For busy systems running in a highly demanding environment like ours, service is a key requirement and we cannot afford to miss, or delay dealing with problems with vital jobs or system functions. We have found the Halcyon Message Manager simple to use and easy to understand - yet powerful enough to perform complex, as well as routine, actions when required. It helps us to proactively manage our clients' iSeries systems."

We needed to set up a considerable amount of message filters at the start of the project. Halcyon's help during this time was invaluable and made the implementation process quick and easy."

Paul Jessiman
Senior Technical Consultant
ITNET PLC



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