absMessage

IBM i Message & Resource Monitoring

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Today's IBM i environments are increasingly complex with more and more critical enterprise applications and services being moved to and hosted on the IBM i. It is not uncommon for a company to have several hundred or even thousands of system messages across their IBM i server environment. Monitoring and reacting to the activity and resources of this complex environment is critical.

absMessage solves this problem by centralizing and automating message and resource monitoring for the IBM i with the flexibility to monitor and manage messages through multiple interfaces. absMessage interfaces include mobile devices, the 5250 green-screen, Web UI, and a Java GUI. absMessage is an all-in-one comprehensive IBM i message and resource monitoring solution.

Monitor & React

SEA offers one of the most comprehensive tools on the market to proactively manage the IBM i environment and eliminate system-related downtime. Users can monitor and react to messages and critical system resources including processor usage, disk space and jobs. They also have the ability to create alerts on messages and resource conditions. For example, users can set an email alert when a backup has successfully completed. The recipient of an absMessage alert can reply via email or from any of the absMessage interfaces mentioned above.

Local/Network View/Service Points

absMessage provides a centralized view of messages for local and networked IBM i machines. Users can select different colors for each networked IBM i server or LPAR to be displayed in the absMessage network console. System color coding gives operators the ability to sort messages in an easy and more efficient way. absMessage also color codes messages entering the console in a pending or inquiry status. Pending and informational messages appear in red and inquiry messages that have already been replied to or acknowledged appear in yellow.

absMessage can also sort, view, and react to monitored messages using service points. Service points allow you to subset the IBM i systems you manage by a specific attribute and only work with messages from specific service point groups. Using service points, you can view monitored IBM i system messages belonging to a specific client, organization, division, or subset of your monitored systems.

Notifications, Escalations & Scripting

Using a built-in email client, absMessage provides organizations with the advantage of being notified once a message or resource condition is generated on the system. Don't have SLAs established? Not a problem. You can set up escalation intervals and notify multiple users that a message has gone unanswered. Not only can notifications and escalations be sent out, absMessage scripts can automate complex responses to messages. Scripts can conditionally reply to messages, execute commands, call programs, or issue messages.

absMessage filter processing can execute different scripts for the same message under different circumstances. For example, an environment may require an action on the first occurrence during business hours and another action during off-hours.
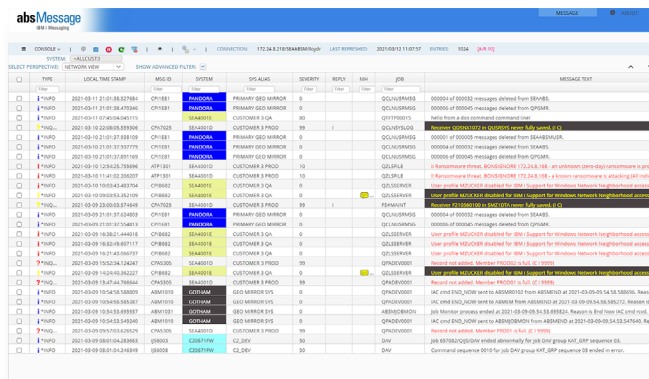
absMessage Web UI
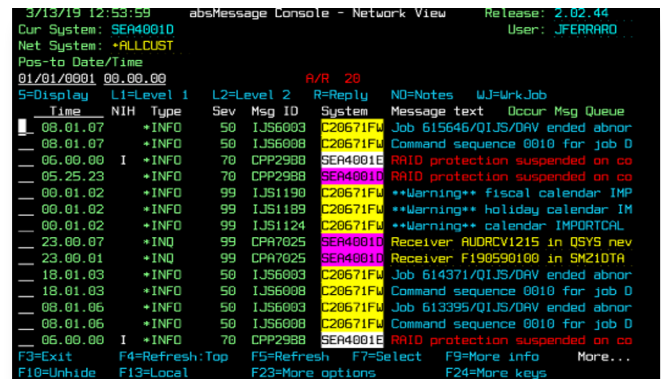
5250 Green Screen Message Console

Reply to IBM i Messages On Any Device

With absMessage, IBM i users can answer messages from anywhere. Whether it's a record lock message, hardware error message or a tape drive message, you'll never be caught off guard again. IBM i messages are answered as if the recipient is in the office.

absMessage Web UI

The absMessage Web UI gives IBM i users the ability to view messages on multiple systems and LPARs from any web browser. The absMessage Web UI allows users to manage their system messages in a local view for a single IBM i server and in a network view for multiple servers or LPARs.

The absMessage Web UI also provides users with the ability to view archived messages separately from live messages. Multiple access points and views enable users to reply to *INQ messages from PC, Apple, Linux, or mobile devices. The Web UI also features service point and dashboard views.

Calendar Events Processing

Calendar event processing provides the ability to respond to messages during specific dates and times. For example, end-of-month processing may require different message or notification handling than what's required during daily processing.

SNMP, SIEM, and ServiceNow Integration

SNMP traps and Syslog messages can be sent to network management products.

absMessage provides an IBM i command that interfaces directly with Security Information and Event Management (SIEM) systems such as Splunk, IBM QRadar, and AlienVault. This feature allows you to directly send IBM i messages to a SIEM system, creating IBM i-specific SIEM log entries.

IBM i-monitored events can be directly converted into ServiceNow incident tickets using absMessage commands, APIs and escalation procedures. Tickets can be generated using IBM i information and customizable ServiceNow templates & attributes.

Create Smart Message Filters

Filters can be defined to match specific values, generic values, wild cards, or a list of values. Filtering can even scan message text or data for specific keywords. Message filter definitions allow messages to be selected by several different message attributes, including:

- Message type
- Date method
- Time range
- Occurrence range
- Job name
- Username
- Program name
- Message text
- Message filename
- Message file library
- Message severity
- Message identifier
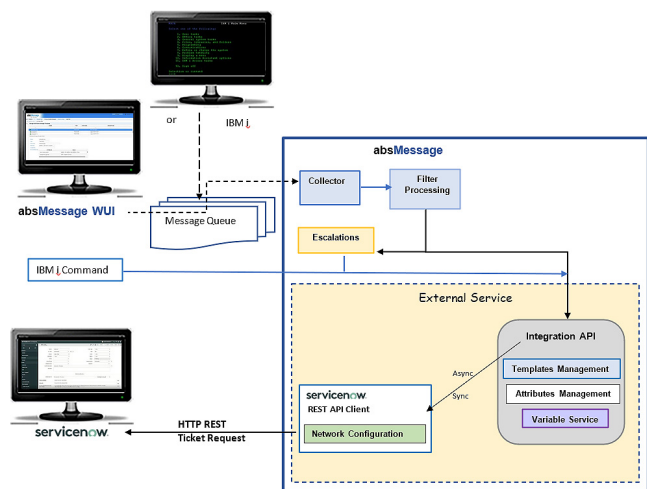
How absMessage Converts IBM i Events into ServiceNow Tickets
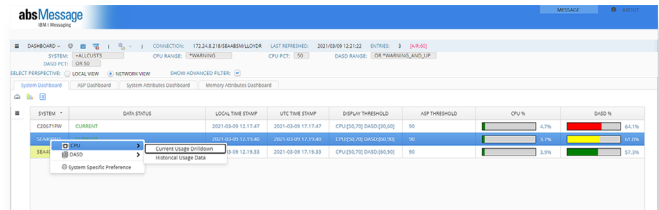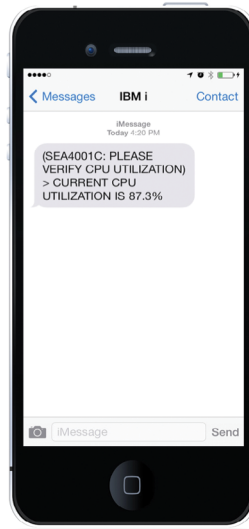
QHST Monitoring

Monitoring QHST is a must for most organizations. QHST contains high-level trace job information, device status and operator messages. absMessage monitors message queues and the QHST history log.

Message Archiving

Message archiving saves system messages and any actions or replies associated with those messages for later reference.

absResource

absResource is an important component of absMessage that monitors and reacts to system resources, generates messages, or runs customized scripts. It monitors and alerts via email, text message or CL command in response to resource conditions such as CPU utilization, DASD utilization, how many jobs are in queue waiting to run, or if a specific job/subsystem is active on a machine. Flexible scripting allows for automatic corrective action for problems that occur.

Dashboards, Historical Trends, & Performance Analysis

absMessage provides a unique dashboard function that allows you to view CPU and DASD status for all monitored IBM i servers in real-time. Red-yellow-green indicators tell you whether any systems are throttling their CPU or breaching their storage thresholds.

The absMessage dashboard allows you to view and analyze historical CPU & storage performance. You can view resource performance peaks and valleys, identifying historical and current situations affecting system behavior. And when you find where a problem occurred, the dashboard helps you determine what was happening at that time.

absMessage Dashboard

Reporting

absMessage delivers multiple out-of-the-box reports that enable operators and administrators to investigate messaging tendencies and statistics. Summary and detail reports are also available.

Auto Distribution of Message Filters & Configuration

You can apply product fixes, upgrades, message filters, and absMessage configurations to multiple machines globally, no matter where your system is located. This configurability is part of a powerful set of change management techniques in which configurations may be managed from a single machine and then distributed to one or many other systems on the network. System management has never been easier.

Remote Install

absMessage simplifies the management of multiple IBM i servers and LPARs. The installation of absMessage can be deployed to a remote system without logging onto the target machine.

About SEA

Established in 1982, Software Engineering of America has built a worldwide reputation as a leading provider of Data Center software solutions. With products licensed at over 10,000 Data Centers worldwide, SEA's customers include 9 of the Fortune 10 and over 90% of the Fortune 500.

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