



MESSAGE MONITORING for IBM i

Enterprise Monitoring Solution

Benefits of using EM4i

- Simplified message distribution
- Improved response management
- SMS, Email and Pushover Notification capabilities
- External management of message responses
- Only outbound requests to the web
- Secure Connectivity
- Context sensitive help
- Software as a service

System Requirements

- IBM i OS Version 7 Release 1 and up
- Internet access



EM4i™ is an Enterprise Monitoring Solution for the IBM i platform, that allows Message Queue and Job Logs to be monitored for messages and distributed via various transport methods.

If the message requires a response (*INQ message) pre-set responses to the messages can be sent immediately or a request for the response can be sent via Email, SMS or Pushover Notifications. The product also supports calling of customer provided exit programs should you wish to handle the message in a different manner.

The product has been developed using the latest i/OS technology to provide the lowest possible overhead on the system while ensuring immediate reaction to any messages received the in Message Queue/Job Logs that are being monitored. The email, SMS and Pushover Notification capabilities provide a modern method of communication that does not require the operations team to sign onto the

system to respond to critical messages.

Security is maintained for your IBM i system through one way communication with the external web server, no inbound communication is required to your IBM i. The product also supports encrypted communications to the web server should it be required.

EM4i allows you to monitor Message Queues and Job Logs for messages which can be distributed to your operations team immediately, ensuring no messages are missed that require attention, even if they do not require a response.

The product is supplied as a Software as a Service solution, this means no up-front capital expense and no annual maintenance costs.

EM4i is packaged as an IBM LPP which allows install and management using the IBM LICPGM and PTF commands provided with the OS.



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This is the initial version of EM4i. The following capabilities are provided in this release.

- Message distribution via Email/SMS Text and Pushover Notifications.
- Message response management via a web interface.

Auto response to configured messages is required.

EM4i provides remote notification for informational messages.

Cost

EM4i is attractively priced using a monthly subscription model based on install instance. No annual maintenance costs and no up-front capital costs to manage.

Installation and fix management is carried out using the same commands used to manage the OS. We manage all of the web resources and databases as part of the subscription cost.

Message Queue Monitoring

Being able to monitor a Message Queue for messages and respond to them is provided as part of the operating system. EM4i takes it to the next level by allowing a remote employee to receive

notifications about the messages and, if necessary, send a response to the message. The product currently allows the notifications to be sent via Email, SMS and Pushover. This list will grow as more messaging applications are investigated.

Job Monitoring

When a job is running it sometimes sends informational messages out that should be reviewed, and in some cases resolved to stop the messages being sent. Checking through the Job Logs after each run can be tedious, so having the ability to check for these messages automatically and send out notifications, can be a big help in ensuring your jobs are running as they should. We often see messages in Job Logs that could point to a bigger problem, such as items not being saved or communications not working, which causes delays in job processing etc.

Operating

EM4i is simple to set up and configure, many of the configuration options are set via the installation process or through programs that can load the relevant data to the database files. Once the configuration is done, you just start the processes to start monitoring the Message Queues and Job Logs. We suggest adding the start up process to your STRUPPGM so the processes are always running. If you require a monitoring solution that

ensures these jobs are always running, please contact us to discuss a new monitoring solution we are working on.

Services Available

Installation and configuration

EM4i is able to be installed by most IBM i administrators, however, if you need assistance we provide highly trained consultants who will be able to install and configure EM4i to ensure you are monitoring everything correctly.

Bespoke development

If you need additional programming support to develop additional tools not provided by EM4i, or need assistance developing the exit programs for use by EM4i. Shield has the expertise to help.

Remote management

Message Queue monitoring is only part of the daily activities required to maintain a fully operational IBM i solution, at Shield we have the skills and tools that allow us to remotely monitor and manage your environment for you. If you are interested in speaking with us about remote monitoring, please use the contact information provided in this brochure.



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