REV MESSAGE

Message Management made easy
Control and manage messages on any platform throughout your Enterprise to increase:
 • Accuracy,   • Efficiency   • Throughput.

Same model on all platforms
REV MESSAGE runs natively on all platforms:

 • iSeries   • LINUX

 • UNIX,   • WINDOWS

You control the database locations
The ONLY platform that must have a Local database is iSeries as every i5OS installation has a DB2 instance.

On every other platform you are in total control of the database locations which can be:
 • Local,   • Remote.

At RevSoft we do have a simple rule:
 'A Mission Critical server should have a Local database.'

Same Message management solution on all platforms
As REV MESSAGE is exactly the same model on all platforms:
 • The same Windows .net User Interfaces are used for all platforms:

   • Message Definitions - to define Filters, Calendars, Security, LDAP etc.,

   • Host & Enterprise Consoles - to manage as well as see and hear all messages as they are being detected and processed,

   • Message Dispatcher - to manage servers, web sites, routers etc., and notify personnel,

   • Engine - to configure, add systems and migrate data.
 • One education plan fits all.

Only install User Interfaces where required
As the User Interfaces are very specific as to their functions you only need to install them where they are required - instead of using one large cumbersome interface where only a small portion is required.

There is no security required for all the Windows .net User Interfaces.

30 long System Name
The iSeries System Name is up to 8 characters in length but in RevSoft you can use an Alias Name (on any platform) that can be up to 30 characters in length.

If a server has a System name of S1234567 it can be seen as (in RevSoft) as CUSTOMER_NAME_PROD or TAMPA_QANDA_RED_HAT,

Major Features
 • Message origins,
 • Message Types - iSeries,
 • Message Types - LINUX/UNIX,
 • Message Types - WINDOWS,
 • Load and Go,
 • Powerful Filters,
 • Filter actions,
 • Occurrence Rules,
 • Investigate Filters,
 • Jump to on line manuals,
 • Warnings & SLA's,
 • What If Processing,
 • Instructions,
 • Knowledge Base,
 • Message Consoles,
 • Enterprise Console,
 • Push Technology,
 • Multiple Focal Points,
 • Restricted State,
 • Configurable Sounds,
 • Audit,
 • Security/LDAP,
 • Dispatcher,
 • Planned Outages,
 • Reply/Ack via Internet.

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Message origins

Messages or log entries are native on each platform and REV MESSAGE monitors each of these sources to allow you to gain total control.

On iSeries REV MESSAGE monitors:
 • Message Queues,
 • History Log.

Monitoring 4 Message Queues/History Logs

	Mon.	Message Queue
1	✓	FLW_STATUS
2	✓	QHST12153C
3	✓	QPGMR
4	✓	QSYSOPR

On LINUX and UNIX REV MESSAGE monitors:
 • System Logs,
 • SNMP Alerts.

Monitoring 19 Syslogs

	Mon.	Log Name	alert	crit	debug	emerg	err	info	notice	warning
1	✓	auth	✓	✓	✓	✓	✓	✓	✓	✓
2	✓	authpriv	✓	✓	✓	✓	✓	✓	✓	✓
3	✓	cron	✓	✓	✓	✓	✓	✓	✓	✓
4	✓	daemon	✓	✓	✓	✓	✓	✓	✓	✓
5	✓	kern	✓	✓	✓	✓	✓	✓	✓	✓
6	✓	local0	✓	✓	✓	✓	✓	✓	✓	✓
7	✓	local1	✓	✓	✓	✓	✓	✓	✓	✓
8	✓	local2	✓	✓	✓	✓	✓	✓	✓	✓
9	✓	local3	✓	✓	✓	✓	✓	✓	✓	✓
10	✓	local4	✓	✓	✓	✓	✓	✓	✓	✓
11	✓	local5	✓	✓	✓	✓	✓	✓	✓	✓
12	✓	local6	✓	✓	✓	✓	✓	✓	✓	✓
13	✓	local7	✓	✓	✓	✓	✓	✓	✓	✓
14	✓	lpr	✓	✓	✓	✓	✓	✓	✓	✓
15	✓	mail	✓	✓	✓	✓	✓	✓	✓	✓
16	✓	news	✓	✓	✓	✓	✓	✓	✓	✓
17	✓	syslog	✓	✓	✓	✓	✓	✓	✓	✓
18	✓	user	✓	✓	✓	✓	✓	✓	✓	✓
19	✓	uucp	✓	✓	✓	✓	✓	✓	✓	✓

On WINDOWS REV MESSAGE monitors:
 • Event Logs,
 • SNMP Alerts.

Monitoring 6 Event Logs

	Mon.	Log Name
1	✓	Application
2	✓	Directory Service
3	✓	DNS Server
4	✓	File Replication Service
5	✓	Security
6	✓	System

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Message Types - iSeries

- *COMP - Completion messages,
- *ESC - Escape messages,
- *INQ - Inquiry messages.

- *DIAG - Diagnostic messages,
- *INFO - Informational messages,

Inquiry messages appear in Red in the message consoles and play the sound associated with a Red (High Importance) message.
The Red Cross shows that this message has not been replied to.
Completion, Diagnostics, Escape and Informational messages will appear in Green unless they have been defined to require an Acknowledgement - when they appear in Pink in the message consoles and play the sound associated with a Pink (Medium Importance) message.

13:50:11	? *INQ	✖
13:50:03	i *INFO	
13:50:02	i *INFO	

Message Types - LINUX/UNIX

- *ALRT - Alert messages,
- *DBG - Debug messages,
- *ERR - Error messages,
- *NTC - Notice messages,

- *CRIT - Critical messages,
- *EMER- Emergency messages,
- *INFO - Informational messages,
- *WARN - Warning messages.

Alert, Critical, Error and Emergency messages appear in Red in the message consoles and play the sound associated with a Red (High Importance) message.
Norice and Warning messages appear in Pink in the message consoles and play the sound associated with a Pink (Medium Importance) message.
Debug and Informational messages will appear in Green unless they have been defined to require an Acknowledgement - when they appear in Pink in the message consoles and play the sound associated with a Pink (Medium Importance) message.

12:08:48	⚠ *WARN
12:08:44	ⓘ *NTC
12:08:39	i *INFO
12:08:35	✖ *ERR
12:08:30	Ⓔ *EMER
12:08:16	*DBG
12:08:12	Ⓒ *CRIT
12:08:08	Ⓐ *ALRT

Message Types - WINDOWS

- *ERR - Error messages,
- *WARN - Warning messages.

- *INFO - Informational messages,

Alert messages appear in Red in the message consoles and play the sound associated with a Red (High Importance) message.
Warning messages appear in Pink in the message consoles and play the sound associated with a Pink (Medium Importance) message.
Informational messages will appear in Green unless they have been defined to require an Acknowledgement - when they appear in Pink in the message consoles and play the sound associated with a Pink (Medium Importance) message.

12:00:00	i *INFO
11:30:03	⚠ *WARN
11:26:19	⚠ *WARN
11:16:10	✖ *ERR

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Load and Go
As soon as REV MESSAGE is loaded you can start the REV MESSAGE 'engine' and you will immediately begin processing messages/logs/alerts as the REV MESSAGE has a 'base set' of Filters or Message Rules.

Powerful Filters
Message Filters are the key element in how REV MESSAGE processes the messages using the 'vital statistics' of the message.

All platforms can be Filtered by common 'vital statistics' such as:
• Date Range or Calendar,
• Time Range,

• Message Text - 1st and 2nd level,
• Message Data,

• Message Identifier,
• User.

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Extra Filter values for LINUX/UNIX/WINDOWS are:
 • Source,
 • Category.

Exra Filter values for iSeries are:
 • Job Name,
 • Program,
 • Message File,
 • Message File Library,
 • Severity
 • Message Data.

Message Filter actions
Within the Filtering actions you can define the following components that are processed whenever a Message Filter is activated:
 • Recipients,   • Escalation Levels,   • Escalation Recipients,
 • Scripts   • Instructions,   • Warnings.

Occurrence Rules
Every time a message is processed the occurrence number of the message is assigned and Scripts can be executed based upon:
 • *ANY occurrence number,   • Specific occurrence number,
 • Occurrence number range.

Default occurrence rules are based upon:
 • Message Identifier,   • Message Type,   • 1st Level text.

User Defined Occurrence Rules
User Defined occurrence rules can be based on:
 • Lists,   • Rules,   • Specific data,
of any of the message 'vital statistics'.

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Investigate why Filters were selected or not selected

Within REV MESSAGE you can view the details of any message processed and see why the processed Filter was selected.

This easy to follow panel also displays why other Message Filters were not selected.

You can then drill down on any Filter and view the registered vital statistics (component) for the Message Filter and the actual message.

	Seq	Sel.	Action
8	20	✖	Filter SCHEDULER_ERROR Not Selected.
9	21	✖	Filter SCHEDULER_NORMAL Not Selected.
10	30	✖	Filter DAMAGED OBJECTS Not Selected.
11	35	✖	Filter INFO MESSAGE FAB Not Selected.
12	36	✖	Filter FAB JHA MESSAGES Not Selected.
13	40	✖	Filter CAE0026 Not Selected.
14	42	✖	Filter JM_TEST_AUDIT Not Selected.
15	70	✔	Filter TAPE MOUNTS Selected.
16			No Scripts defined.
17			Escalation processing defined for this Filter.
18			Message dispersed to JM_2 type *EMAIL. Escalation level 0001.
19			Message dispersed to HT type *EMAIL. Escalation level 0001.
20			Message dispersed to MT type *EMAIL. Escalation level 0001.

A Message Filter component can be:
• Rejected,   • Selected,   • Passed.
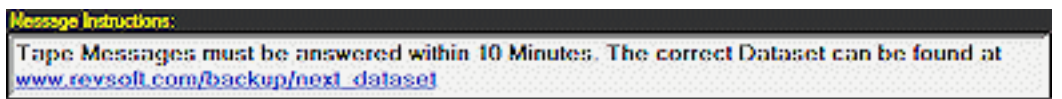
On Line manuals can be referenced by Hyperlinks

Within REV MESSAGE you can define a URL (to be accessed) in the body of the:
• Instructions,
• Host Instructions,
of a Message Filter.

When the Instructions or Host Instructions are displayed from the Message Console on the Windows Client the URL is detected and is displayed and operates as a Hyperlink.

This Hyperlink allows you to click on it and automatically launch a browser and proceed to that URL location.

Using a URL will allow you to enter text or a URL that will allow you

Message Instructions:
Tape Messages must be answered within 10 Minutes. The correct Dataset can be found at
www.revsoft.com/backup/next_dataset

to enable Recovery instructions to be actioned in a short period of time and this will decrease times for problem resolution.

The decreasing of problem resolution time will give greater throughput and accuracy.

By having your:
• Operational Procedures, • Soft copy manuals,
on the Intranet or a departmental server will allow them to be accessed via the URL.

REV MESSAGE

Warnings and SLA's

Within REV MESSAGE you can define Warnings to assist you in complying with Service Level Agreements (SLA's).

Warnings can be defined in 2 ways:
• Single - which is of a specific Message Filter,
• Multiple - which is assigned to a group of Message Filters.

Use What IF processing to test Filters

Within REV MESSAGE you can test the Message Filters registered by defining test messages, complete with message text and message data, and running this through the process to identify which Filters will be used and why they have been selected.

This process also details why Filters were rejected in the process.

View Instructions for message correction

Within REV MESSAGE you can register Instructions that are displayed to the users when viewing the Message Consoles.

These Instructions can be corrective or recovery actions to be taken when a message appears and this can be used in conjunction with the Knowledge Base to provide swift and unassisted message resolution.

Attach Notes & build a Knowledge Base

Notes can be attached to Inquiry Messages when it is replied to and these details are registered in a 'Knowledge Base'.

All Acknowledgements to all messages are also registered in the Knowledge Base.

The Knowledge Base can be accessed in any of the Message Consoles to assist the user by displaying the entries registered.

These can be:
• Notes - that can be attached to iSeries Inquiry messages,
• Acknowledgements.

If the Knowledge Base is launched in the Enterprise Console the details displayed are from all servers in your network.

Host	Comment	Message Text
REVSOFT_QANDA_V5R1	This is fine.	System value QACTJOB changed from 1250 to 1500.
REVSOFT_QANDA_V5R1	This seems to be changing quite a lot.	System value QACTJOB changed from 750 to 1000.
REVSOFT_QANDA_V5R1	OK - but we should have reviewed this bef	System value QACTJOB changed from 1000 to 1250.
REVSOFT_LAB_01	3900 is ok but we should review it next we	System value QACTJOB changed from 4000 to 3900.
REVSOFT_LAB_01	Change to 4000 is fine.	System value QACTJOB changed from 3500 to 4000.

REV MESSAGE

Message Consoles
When Messages are detected and processed you need to have a mechanism to control and manage all the messages and this is performed by the Message Consoles.

There is also an Enterprise Message Console to allow you to control and manage Messages on networked LPAR's, machines and other platforms executing REV MESSAGE (eg., AIX, LINUX, UNIX and WINDOWS)

There are various Message Consoles to provide varied views and functionality for the Local and Network Messages.

To make the Message Consoles more informative the Messages are:
 • Displayed on color,   • Defined to play sounds,
 • Pushed to the consoles so the notification is immediate.

Types of Message Consoles
The Message Consoles are available for:
• All Messages detected and processed on the directly connected Servers - this is the Host Message Console.
• All Messages detected and processed on any networked servers (regardless of Operating system) that are running REV MESSAGE and this system is a Focal Point - this is the Enterprise Message Console.

REV MESSAGE

Push Technology

The Message Consoles use Push Technology - where the information is pushed from the Host(s) directly to the Windows application software.

Using Push technology :
 • Eliminates unnecessary polling of machines,
 • Reduces network traffic,
 • Display the status immediately the host detects it,
 • Eliminates manual intervention to detect messages issued.

Multiple Focal Points

All RevSoft products have been designed and constructed to have:
 • Multiple Focal Points,
 • Multiple Focal Points on multiple platforms.

Using this technology you can have -
 • Multiple major Focal Points on AS/400 for all AS/400, WINDOWS, LINUX and AIX machines,
 • Single or Multiple WINDOWS Focal Point only for the WINDOWS machines,
 • Single or Multiple LINUX Focal Point only for the LINUX machines,
 • Single or Multiple AIX Focal Point only for the AIX machines.

Focal Points notified in Restricted State

If an Inquiry Message occurs when the machine is in Restricted State all Focal Points will be notified and the message will appear in Network Message Consoles.

As the machine is still in Restricted State the messages cannot be replied to from the Focal Point Network Message Consoles.

When the machine is back in normal service, and REV MESSAGE is operational, the reply to the message(s) (in Restricted State) will be detected, processed and forwarded to the Focal Points.
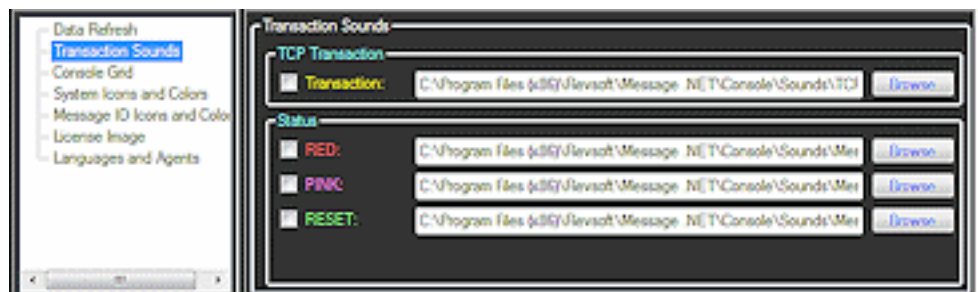
Configurable Sounds

The Host and Enterprise Message Consoles can be configured for sounds to be played based on the detection of messages.

The Message Consoles can be configured so they:
 • Automatically update,
 • Play sounds,
 • Change colors,
whenever a message is detected in your network.

REV MESSAGE

Audit

The Audit function in REV MESSAGE logs every change that is made to a Message Filter or any of its components.

Using the Audit facility:
 • Updates can be undone,
 • Deleted components can be undeleted,
 • Deleted Job Event can be undeleted.

All Undo of updates and all undeletes (of components or complete Job Events are also logged in the Audit facility.

An Undo can also be undo - so in effect an Undo of an undo - and this is also logged.

Any time that a Job Event or any of the components are updated the Audit facility logs the:
 • Before update image,
 • After update image,
of the data and this allows for the rollback or undo to be performed (which is also logged).

Any updated data is very easy to recognize as it is displayed in Blue.

	Ack	Disp. After Ack	Notify FP	Platform	Message ID	Job
1		N	Y	AS/400	*VALUE *EQ STS0002	*ANY
2		N	Y	AS/400	*LIST *EQ *SCHERR	*ANY

All other data is still displayed in Black.

Security & LDAP

Security can be implemented for REV MESSAGE by two policies:
 •*LDAP - Lightweight Directory Access Protocol),
 • *SYSTEM - defined on each systems.

LDAP Interface Security

REV MESSAGE now has full support for LDAP (Lightweight Directory Access Protocol) which is an Open Systems protocol to allow programs to look up information from a server.

In this way LDAP can be a central security repository that will contain the security definitions for some of all of the servers where REV MESSAGE is operational.

The LDAP Interface can support security checking for both of the:
 • iSeries 5250 Interface or terminal sessions,
 • Windows Interface.

The LDAP security also supports keyword values for:
• *PUBLIC_SYSTEMS - these are Systems other than the Systems specifically defined,
• *PUBLIC_USERS - these are Users other than the Users specifically defined.

REV MESSAGE

Send messages via Message Dispatcher

The Message Dispatcher is Windows based software that will send messages or e-mails to defined message recipients.

Message Dispatcher can also:
 • Check for availability of web sites and IP connections (Routers etc.,),
 • Be contacted when a connection:
 • Fails,
 • Reconnects,
 • All the forwarding network overhead (redials, retried etc.,) are performed on the Windows machine and there is no overhead on other servers:
 • Message Dispatcher logs the details for the message:
 • Number of dial attempts,
 • Date and time of acceptance by the network,
and these details are forwarded to the AS/400 host and logged with the message.

Message Dispatcher can service multiple Hosts

Message Dispatcher can service multiple Hosts, regardless of the Operating System, as long as they are running REV MESSAGE.

CH Name	System Name		Check	Polling Time	Term	Recon	Count	Limit	Status	Resume At
AUTONOE	AUTONOE						0	3		
HYPERION	REVSOFT_LAB_01						0	3		
REVSOFT_QANDA_OCEANIA	REVSOFT_QANDA_OCEANIA						0	3		
REVSOFT_QANDA_REDHAT_EL_P	REVSOFT_QANDA_REDHAT_EL_P						0	3		
TITANIA	TITANIA						0	3		

In this example Message Dispatcher is monitoring:
 • AUTONOE is a VM Ware guest running Windows 2008 64 bit,
 • HYPERION running i5OS,
 • REVSOFT_QANADA_OCEANIA running Windows Server 2003,
 • REVSOFT_QANDA_REDHAT_EL_P running RED HAT,
 • TITANIA running AIX,
all are running REV MESSAGE.

Multiple Message Dispatcher can be used

Multiple Message Dispatchers can be used concurrently to service different:
 • States,   • Buildings,   • Data Centers,
 • Companies,   • Divisions, etc.,

Notify Message Dispatcher for a planned outage

When a planned outage is determined (IPL etc.,) REV MESSAGE can notify Message Dispatcher and that machine will be 'flagged' as out for the notified amount of time.

When the planned outage time has expired Message Dispatcher will then attempt to reconnect and if that fails notification will then be sent.

REV MESSAGE

Be notified if any machine is down or fails

Message Dispatcher will contact you if a machine loses power during normal processing times.

You will also be notified if a machine is not operational after an IPL or reboot procedure.

If an unscheduled outage occurs the system will attempt to reconnect the predefined number of times (shipped value is 3) and after that the system will be flagged as 'Lost' and the Lost Systems grid will appear.

When the system is registered as Lost any Termination Messages defined will be sent out.

Reconnection messages can also be defined so that notification can be made upon the Reconnection of a Lost system.

Be notified of Inquiry Messages in Restricted State

REV MESSAGE can still communicate with Message Dispatcher when the machine is in Restricted State and you can still be notified on any Inquiry Messages.

Restricted State definitions for the message recipients are referenced for any Restricted State message processing.

Access to your messages via the Internet

REV MESSAGE allows you to:
 • Reply to Inquiry messages,   • Acknowledge all message types,
on any Server via the Internet.

This uses:
 • Email as a transport,   • Internet access via the phone,   • Web Site.

As simple as clicking on a Hyperlink

Accessing the message is as simple as clicking on a Hyperlink in an email.

Message from HYPERION, Message is CPA3301.

Rev Message Dispatcher [m.dispatcher@revsoft.com]

Sent: Thu 29/07/2010 11:17 AM

To: john.massey@revsoft.com

Writer EXAMPLE ready to continue after failure. (G C H 1-99,999)

Please click on the following link to work with the message -

http://www.revsoft.com/webinterface.php?
ip=165.228.54.71&port=6000&request=details%20/DSN=Rev-HYPERION%
20/SYS=HYPERION%20/IND=201007290000454%20/DOM=INTERNET%
20/FROM=KALYKE%20/USR=JOHNM%20/SERL=7290000454001