# ACO MONITOR™



# IBM i systems management made simple…

# Agenda

- Systems management overview.

- Review IBM i systems management solutions.

- Enterprise systems integration overview.
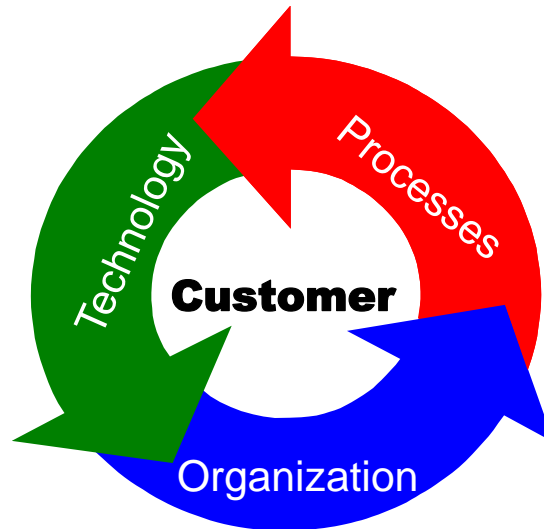
- What's new?

- Summary of benefits.

# What is systems management?

IBM defines it as. . .

"It is a combination of an effectively managed organization, a series of processes and the technology that well managed businesses use to maintain a state of control and order."

More than just technology. . .

– Customer focused.
– Business processes must be continuously refined.

# Why should you care?

Key facts. . .

- – Systems require 24/7 availability.
- – Information must be readily available to your customers.
- – Need to leverage your IT staff.

Solutions must be flexible and scalable. . .

- – Need to grow with your business.
- – Must encourage continuous process improvement.
- – Should be cost effective.

# Cost/benefit

Let's consider the cost of. . .

- Unplanned downtime.
- Employees on vacation or sick leave.
- Customers who experience an undesirable event.

Benefits. . .

- Improved customer service.
- Improved service levels and overall customer satisfaction.
- Support cost drop since there is significantly less downtime and systems run more smoothly.
- Personnel are generally happier, less stressed, and their work experience is much more enjoyable.

You can't afford not to. . .

# DDL Systems Solutions

## Powerful IBM i toolsets that are scalable to the enterprise. . .

**ACO MONITOR™ - monitors your IBM i 24/7 and takes corrective action.**

- Message queue monitor
- Two-way messaging engine
- Alert notification engine
- TCP/IP monitor
- Job event monitor
- Unattended monitor
- Security/audit monitor
- Health monitor
- WebSphere MQ monitor
- IBM problem monitor
- Data propagator

**ACO ENTERPRISE™ - integrates your IBM i servers with the enterprise.**

- Ensures "end-to-end" problem resolution.
- Performs smart event filtering and command-and-control functions.
- Automates system health-check and internal maintenance routines.

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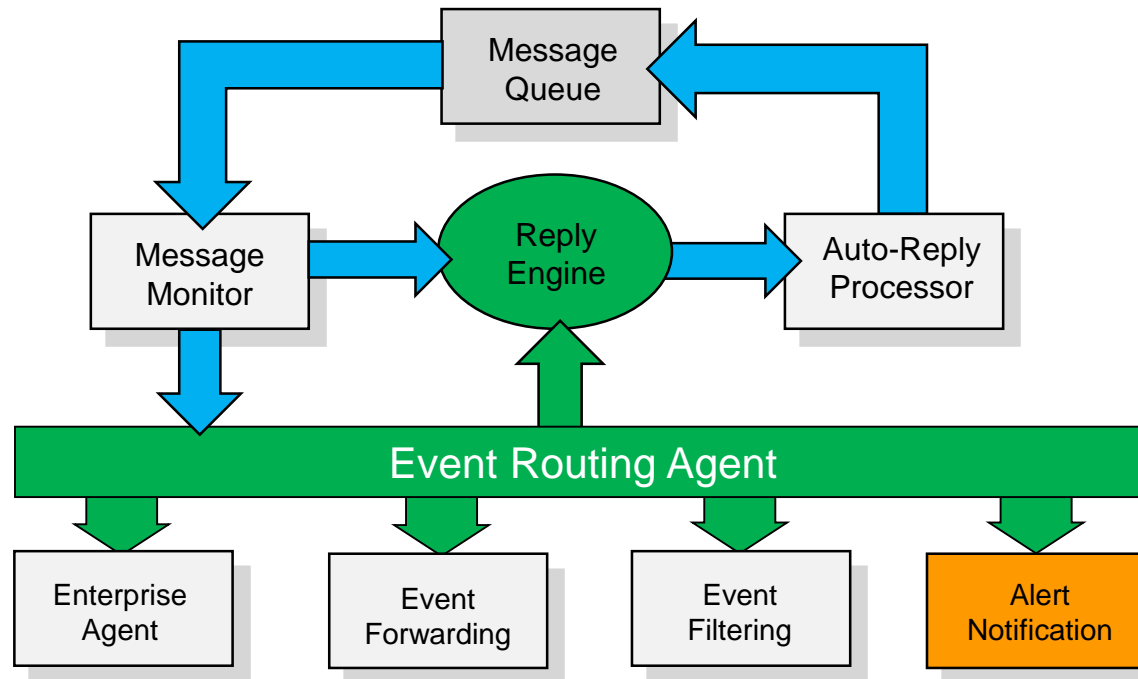# ACO MONITOR™

Key design features. . .

- – Uses native IBM i languages.
- – Multi-interface to system administration.
- – Performs internal system health functions.
- – Optimized for IBM i performance.
- – SAA compliant.
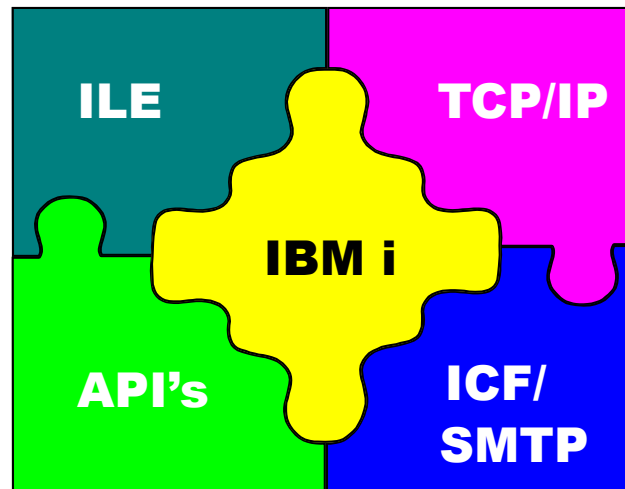
# ACO MONITOR™

## Advanced IBM i server and application monitoring. . .

- Monitors any message queue (including QHST).
- Initiates consistently accurate filtering, forwarding, auto-replies, alert notification, and event escalation procedures.
- Performs corrective action based on user defined thresholds.

```
                    ┌──────────────┐
                    │   Message    │
                    │    Queue     │
                    └──────────────┘

┌──────────────┐      ┌──────────┐      ┌──────────────┐
│   Message    │ ──►  │  Reply   │ ──►  │ Auto-Reply   │
│   Monitor    │      │  Engine  │      │  Processor   │
└──────────────┘      └──────────┘      └──────────────┘

        Event Routing Agent

┌──────────┐   ┌──────────┐   ┌──────────┐   ┌──────────────┐
│Enterprise│   │  Event   │   │  Event   │   │    Alert     │
│  Agent   │   │Forwarding│   │Filtering │   │ Notification │
└──────────┘   └──────────┘   └──────────┘   └──────────────┘
```

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# ACO MONITOR™

Remotely manage and respond to system problems. . .

- Use <u>any</u> smartphone or e-mail client to remotely respond to IBM i events.
- Encrypted to ensure security.
- Sends reply confirmations.



IBM i Systems Management

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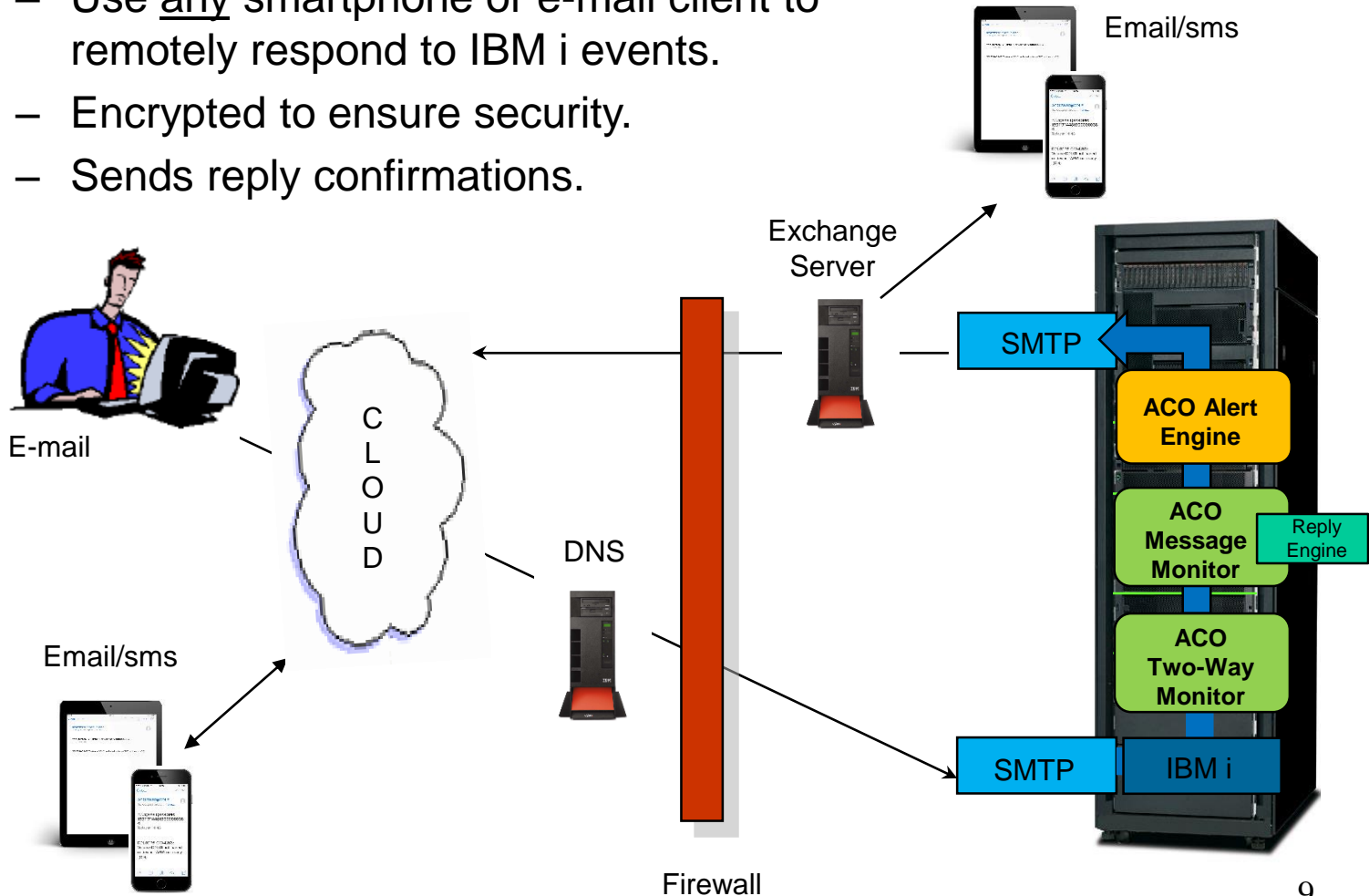
# ACO MONITOR™

## Multiple alert notification options. . .

- – Supports TAP and e-mail/sms services.
- – Alert notification during "Restricted State".
- – User customizable alerts.
- – Message escalation based on individual and/or group priority.
- – User defined work shifts always notifies the correct "on-duty" personnel.
- – Advanced scheduling features.
- – Works with all service providers that support email/sms.
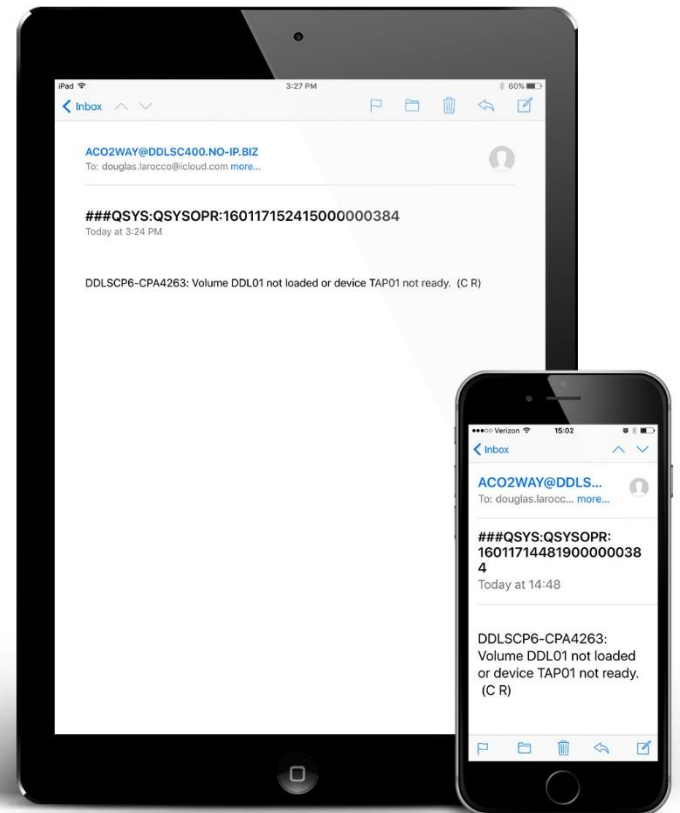
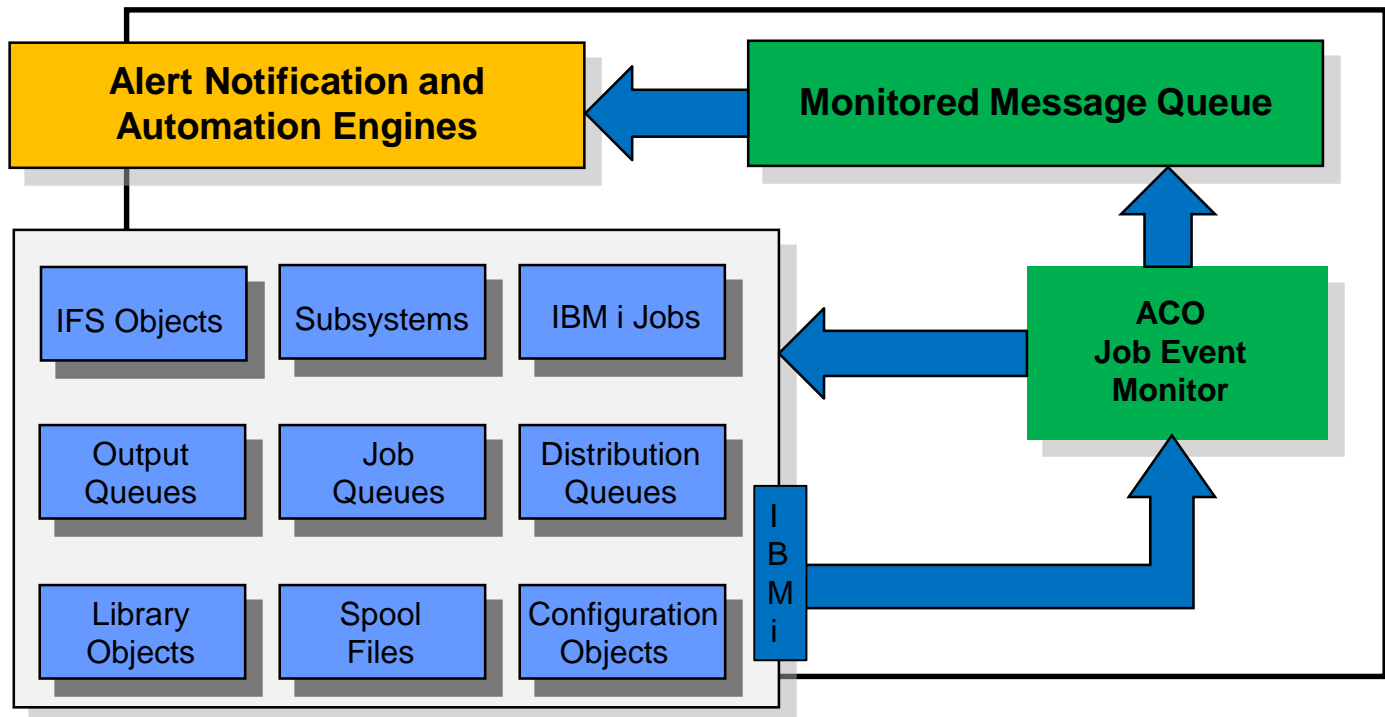# ACO MONITOR™

Checks your IP network. . .

- Detects the up/down status of any connected IP device
- Forwards results to monitored queue
- User defined outage windows

Firewall

C L O U D

TCP/IP

ACO TCP/IP Monitor

ACO Alert Engine

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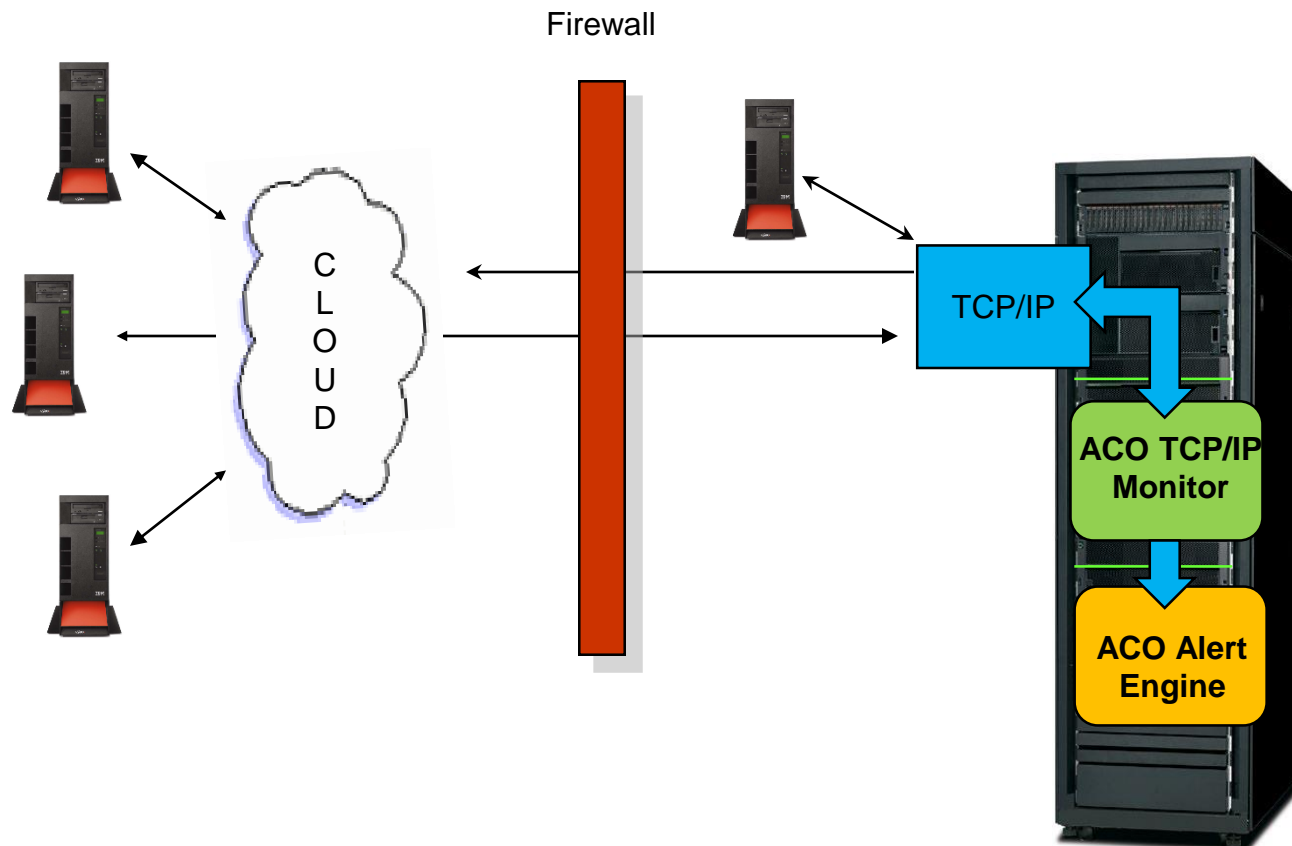
# ACO MONITOR™

Proactively keeps a watchful eye on any job or system object. . .

- API's interrogate specific (or generic) system objects and identifies current state based on user-defined thresholds.
- Easily identifies run-away jobs and processing bottlenecks.
- Monitors system performance and much more.



IBM i Systems Management

# ACO MONITOR™

Executes jobs and systems functions without assistance. . .

– Jobs entered on IBM i internal job scheduler.
– Runs during "Restricted State" or Normal state.
– Notification facilities are alive.
– Restricted to specific device or system console.
– Password required to override schedule.

```
         ACO Unattended Operations Monitor


 Refresh:  30 min      Status: Waiting
 System : Normal       Name. : ACOOPS0005
 Date . : 10/21/15     Number: 000200
 Time . : 21:48:15     Sched : 10/21/15 23:00:00
 Command: SAVLIB LIB(*NONSYS) DEV(TAP01) OUT...


 (C) 1991-2015 DDL Systems Consulting, Inc.
 F3=Exit      F5=Refresh        F21=System command
```
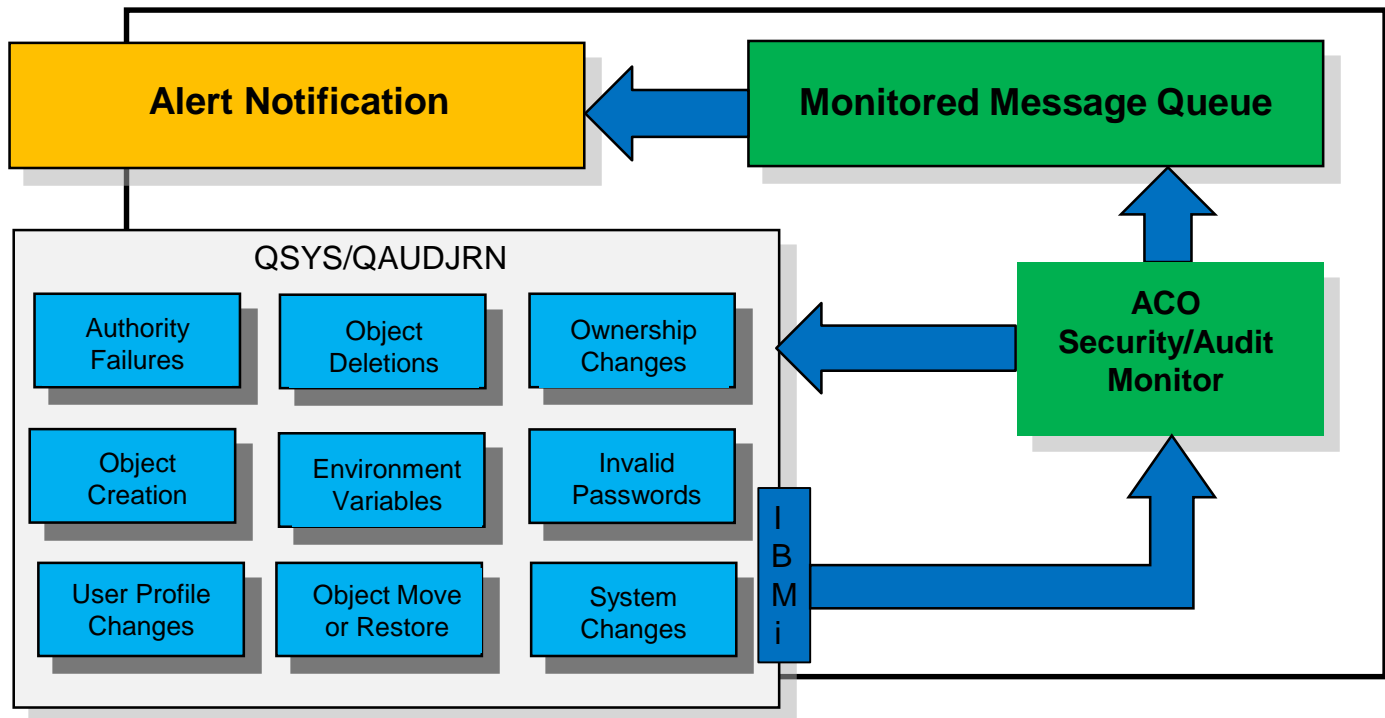
# ACO MONITOR™

Scans for unauthorized access, system changes, and more. . .

– Leverages the IBM i internal audit journal.

– Escalates important events.

– Builds historical reporting information.



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# ACO MONITOR™

Monitors system health and performs internal maintenance. . .

- – Purges internal history files.
- – Automatically runs internal clean-up routines.
- – Facilitates heart-beat functions.
- – Keeps your system running smoothly.

Ensures IBM WebSphere MQ is running smoothly. . .

- – Monitors the queue manager, channels, and queue status.
- – Allows monitoring of specific MQ objects.
- – Identifies bottlenecks based on user defined thresholds.

Works in conjunction with IBM i problem monitor. . .

- – Monitors the WRKPRB repository.
- – Monitors can evoke corrective action and/or alerts.

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# ACO MONITOR™

Data propagators keep your systems synchronized. . .

– Uses standard FTP or SFTP protocol(s).

– Ad hoc or scheduled file transfer capabilities.

– Installs ACO service packs.

Sysop

ACO

ACO MONITOR™ Data Propagator

ACO

ACO

ACO
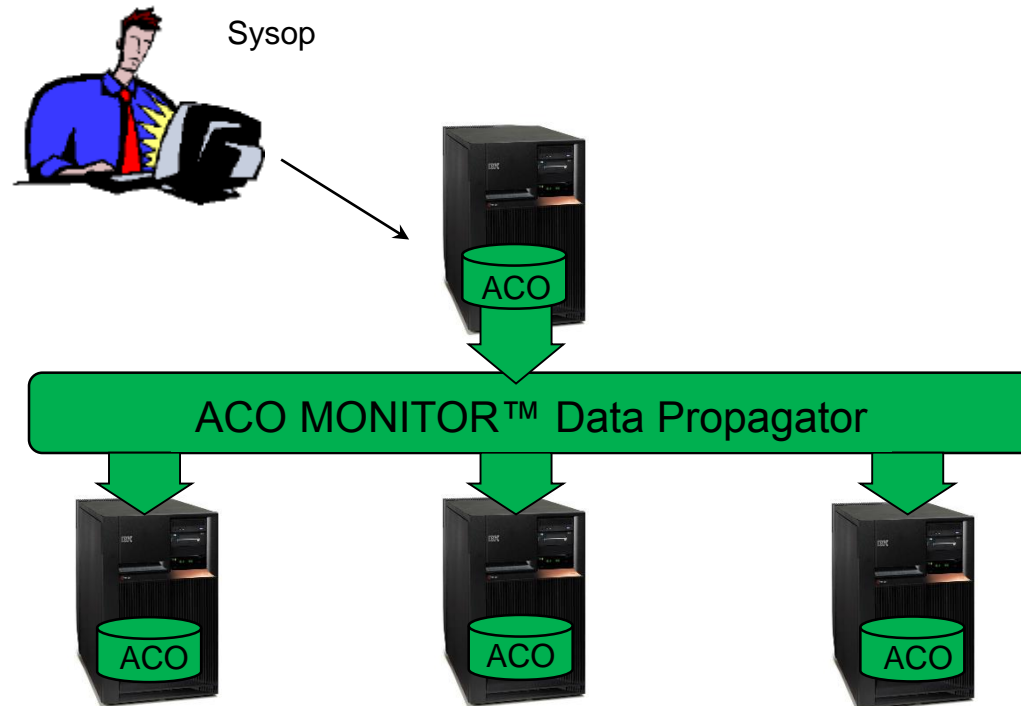
# ACO ENTERPRISE™

Powerful enterprise technology that simply works. . .

- Integrates with HP Openview (OVO) and IBM Netcool/OMNIbus enterprise systems.

- Integrates with any SYSLOG server.

- Facilitates command-and-control and end-to-end problem resolution.

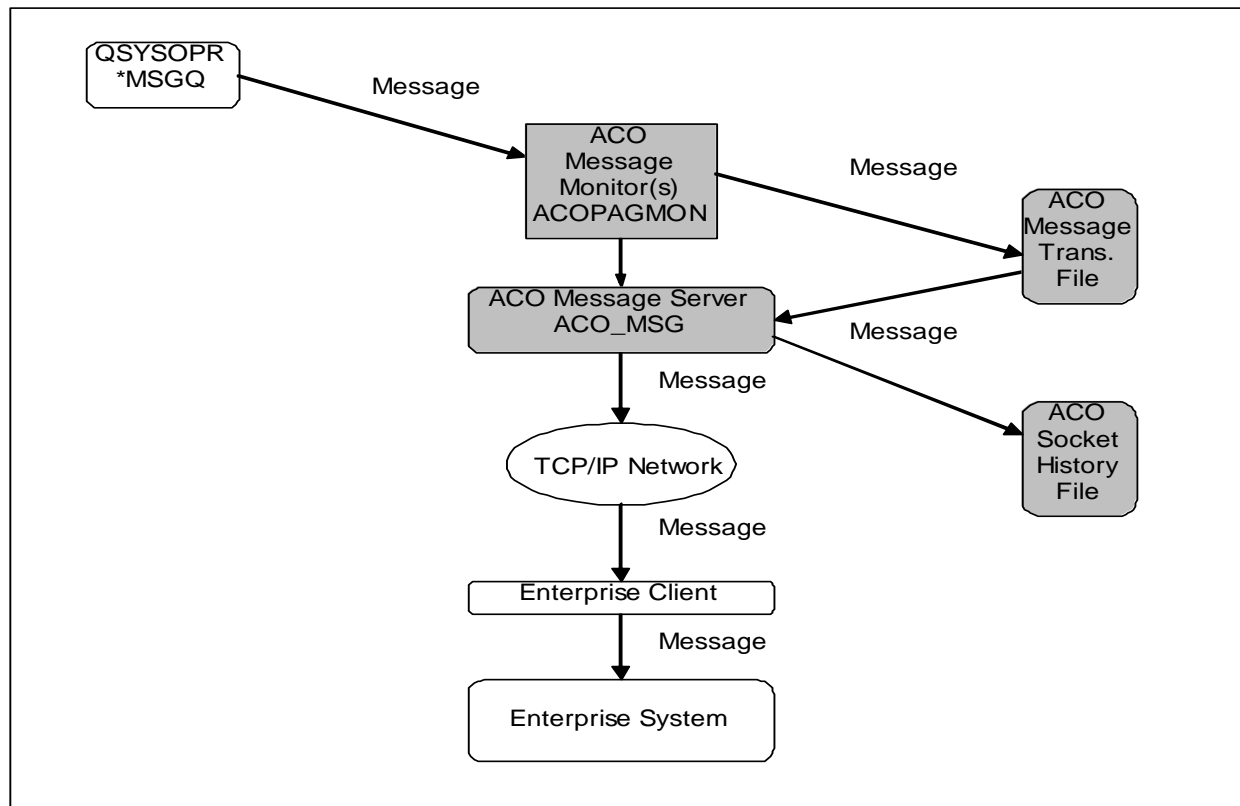- Automates 'heart-beat" and other system health-checks.
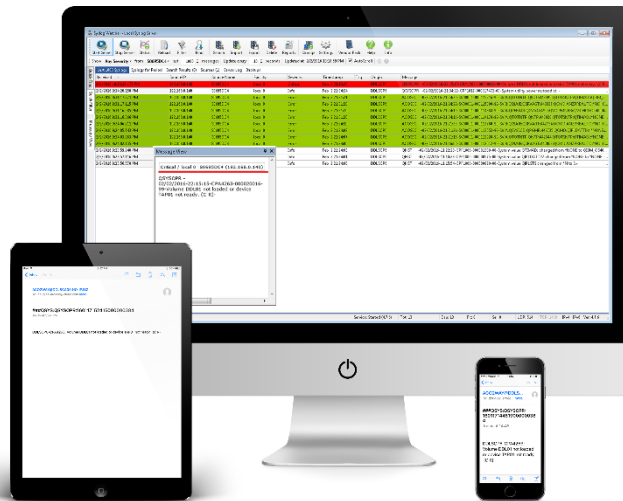


Note:

ACO ENTERPRISE™ and the enterprise system software mentioned above is available at an additional fee.

# ACO ENTERPRISE™

Forwards events asynchronously. . .

– User defined IBM i event formats.
– Performs smart event filtering and command-and-control functions.

**ACO ENTERPRISE™ Messaging Agent**

```
 QSYSOPR
 *MSGQ  ──Message──▶  ACO
                       Message        ──Message──▶   ACO
                       Monitor(s)                    Message
                       ACOPAGMON                     Trans.
                         │                            File
                         ▼                             ▲
                    ACO Message Server ◀──Message──────┘
                    ACO_MSG
                         │                       ACO
                         │                       Socket
                         ▼                       History
                  ( TCP/IP Network )             File
                         │
                      Message
                         ▼
                    Enterprise Client
                         │
                      Message
                         ▼
                    Enterprise System
```
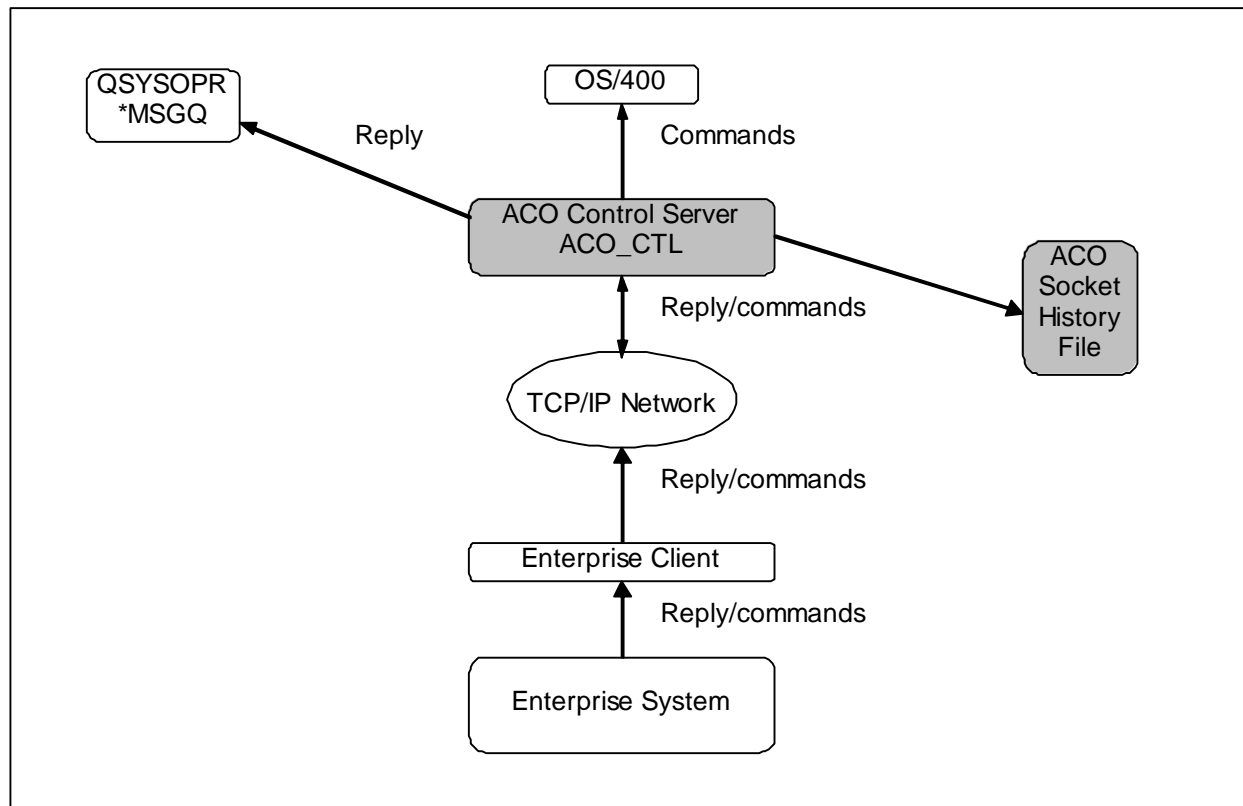
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# ACO ENTERPRISE™

Performs command and control. . .

– Executes enterprise system directives (commands/replies).
– Automates "heart-beat" and other system health routines.

**ACO ENTERPRISE™ Control Agent**



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# What's new?

- ACO MONITOR™ IBM Problem Monitor
- ACO MONITOR™ IBM WebSphere MQ Monitor
- ACO MONITOR™ Data Propagator
  - Service pack installation
  - SFTP option
- ACO ENTERPRISE™ general availability for HP OpenView
- ACO ENTERPRISE™ SYSLOG integration
- Simplified software-as-a-service (SaaS) licensing model

IBM i Systems Management

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# Summary

Effectively managed companies use a combination of business processes, tools, and metrics to measure success.

The ACO systems management products. . .

- Leverage your skills by performing consistently accurate and reliable response and notification functions--allowing your staff to work on more important business issues.
- Improve customer service by proactively managing and resolving potential problems before they become critical.
- Reduce costs and improve service levels by ensuring that the right personnel respond quickly to events regardless of their physical proximity.
- Reduce downtime because your systems run more smoothly.
- Help create an environment where your personnel are generally happier and less stressed.

**DDL SYSTEMS**

# ACO MONITOR™



Less stressed workplace
Our managed environments generally produce a happier, more relaxed, and more productive workforce.

*Includes Support

**FREE TRIAL**

**IBM i systems management made simple…**