



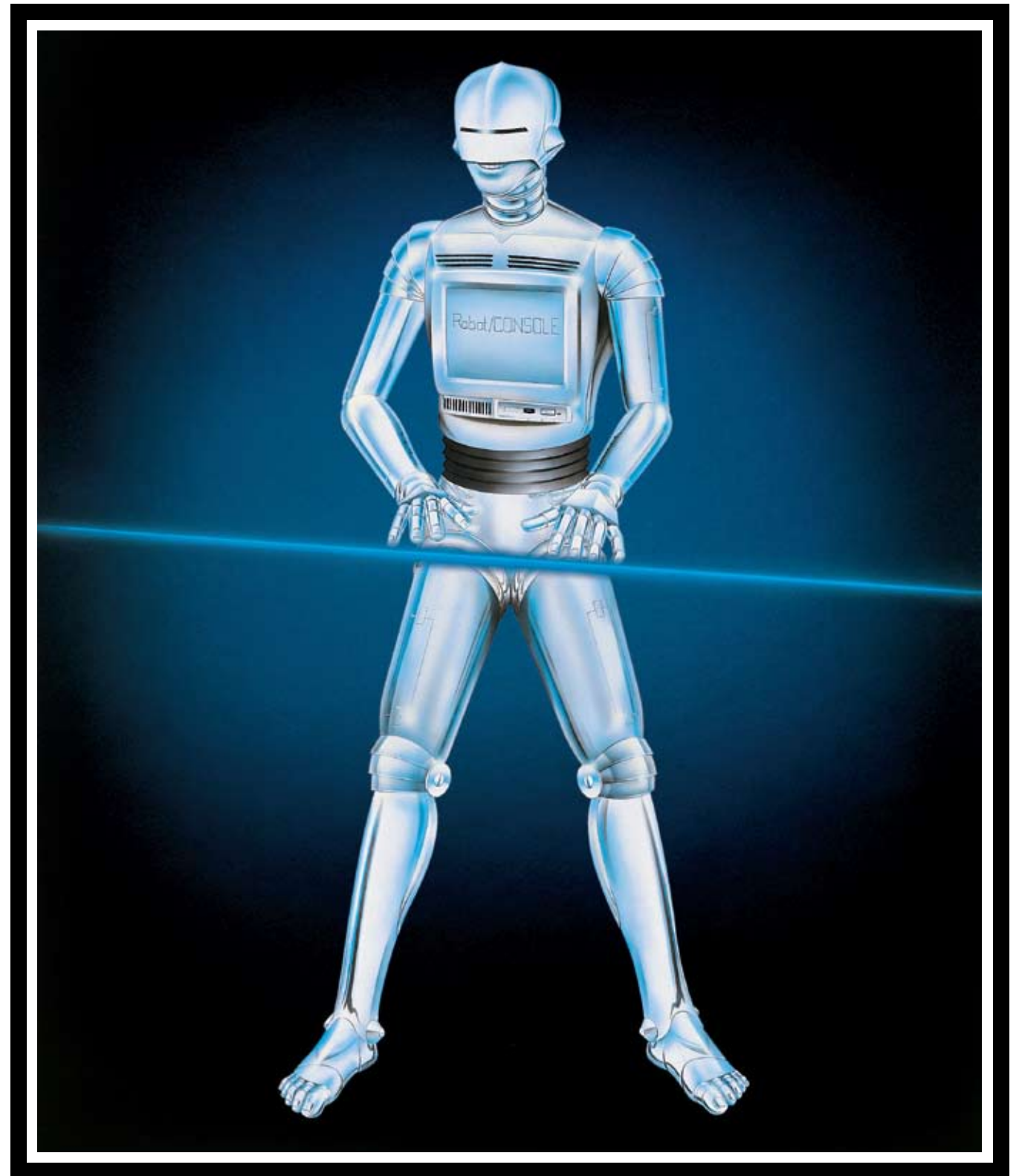
**help**/systems

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# Robot/CONSOLE®

System i Message, Resource, And Log Management

# Manage Messages, Resources, And System Logs

## Excel At System i Operations Management

Almost every important event that occurs on the IBM® System i® is preceded or followed by a message. But, when your System i sends a message, who sees it? If a resource becomes unavailable, how long does it take before anyone notices? If someone changes a security value or makes an FTP request, is there a way to check who did it?

Someone has to monitor for these messages and react to them quickly and accurately. But your operator has other duties besides monitoring messages. So, messages get missed, servers stay down, and unauthorized FTP requests can go unnoticed.

To make the most of your System i, don't make it wait for someone to notice that it needs help. Robot/CONSOLE sorts through incoming messages, monitors resources and system logs, and notifies an operator only when it can't handle a situation. You can even manage messages and resources across a network of System i servers or partitions by using Robot/CONSOLE with Robot/NETWORK, the network management software. To automate System i message, resource, and log management, put Robot/CONSOLE to work.

## Robot/CONSOLE Excels In System i Message Management

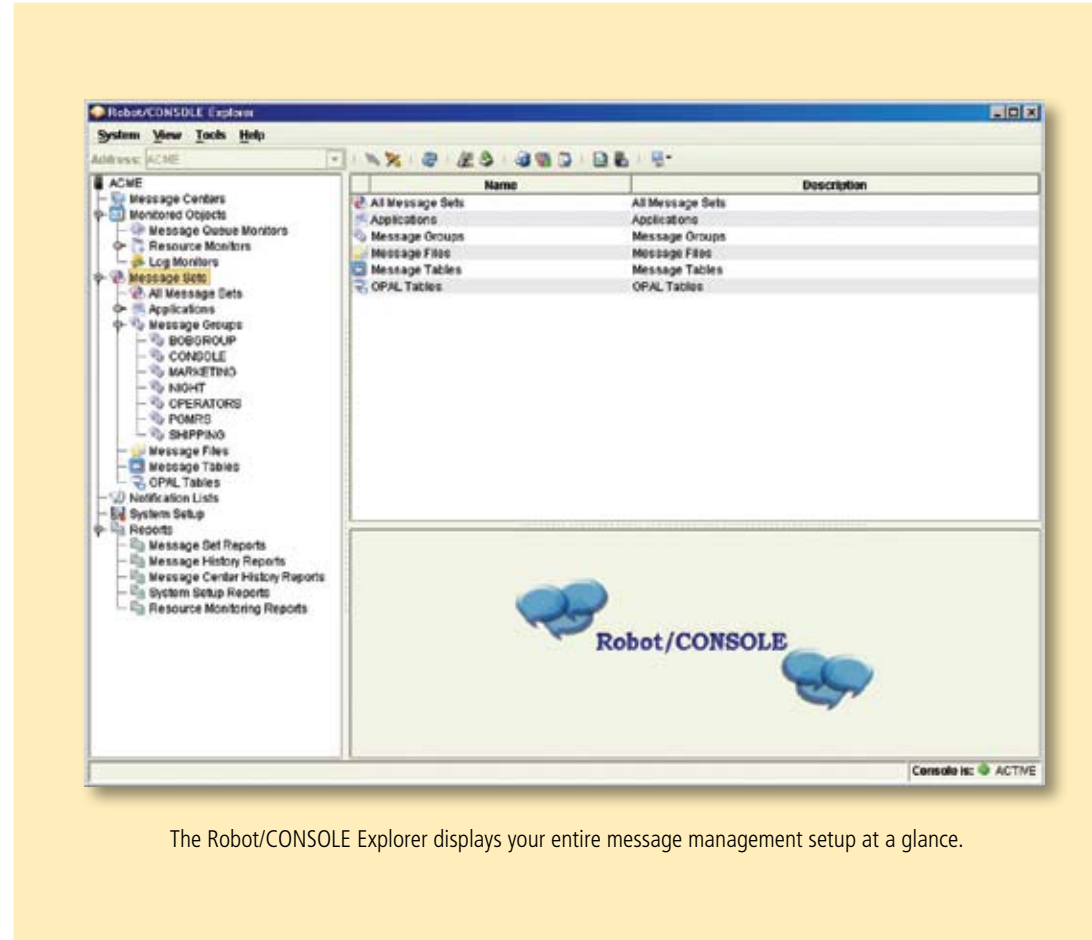
### Automatic Message Management

A message arrives from the System i. Do you ignore it? Do you respond to it by executing programs or commands? Do you answer the message with the same reply every time? Does the source of the message affect how it should be handled? You have to make a lot of decisions every time a message arrives on QSYSOPR, QSYSMSG, or other message queues. And, it can take years of experience to master the thousands of possible System i messages. When you tell Robot/CONSOLE how to handle each type of message, it manages those messages automatically—night after night and week after week.

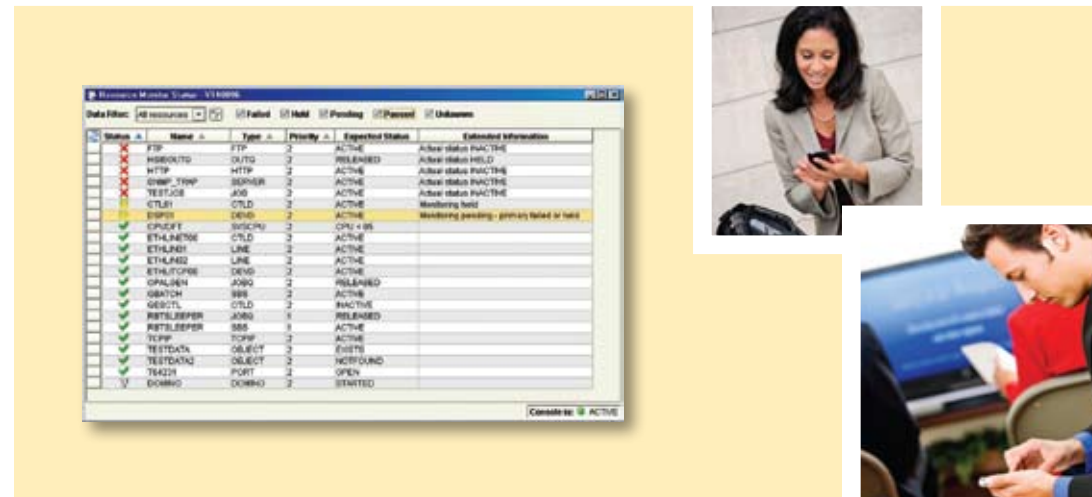
### Message Notification

Robot/CONSOLE lets you know when you must reply to a message. You can tailor the Robot/CONSOLE message notification options to your requirements. Do you want all of the communication messages to go to one person and all messages from the accounts receivable application to go to another? Robot/CONSOLE can funnel messages to one person, or broadcast them to many. The choice is yours.

If a message isn't answered in a reasonable amount of time, Robot/CONSOLE routes the message to someone else, even a user on a different System i. It also works with Robot/ALERT®, the message notification software, to send a text, pager, or e-mail message to the person responsible.



The Robot/CONSOLE Explorer displays your entire message management setup at a glance.



## Manage Your System i With Robot/CONSOLE

Robot/CONSOLE sorts through incoming messages, monitors resources and system logs, and notifies an operator only when it can't handle a situation. Use Robot/CONSOLE to suppress useless messages, answer messages automatically, run procedures in response to a message's contents, and work with Robot/ALERT to forward important messages to an expert.

### Problem Solution

When messages appear on a Robot/CONSOLE message center, Robot/CONSOLE's customized message reply options can help even non-technical staff enter the proper reply, or perform the correct procedure. If you need more information about a job or device that created a problem, Robot/CONSOLE provides options to see additional information—fast. Information that helps you solve the problem, even when it's on a remote System i.

### Message History

The best way to determine how to answer a message is to see how it was answered in the past. From a Robot/CONSOLE message center, you can display the reply history for both interactive and batch job messages. Use Robot/CONSOLE's extensive message history to tell you when these messages occurred, who the operator was, and how long it took to respond to the message. Robot/CONSOLE also offers reports and displays to help you spot patterns of problems with programs, devices, or operators. The result—you solve operational problems before they become crises.

### Robot/CONSOLE Excels In Resource Management

Robot/CONSOLE monitors your System i resources so you never need to worry that you'll be unprepared if a critical resource becomes unavailable. You can monitor job queues, subsystems, printers, devices,

objects, TCP/IP services, and much more. You specify the resources to be monitored, the status each resource should have, and the frequency with which its status is checked.

If Robot/CONSOLE finds a problem, it can take immediate action. A resource whose status is not as expected triggers an event that creates a message. Robot/CONSOLE uses all of its message-handling capabilities to react to the situation, either by executing a procedure or by notifying an expert. You'll never have to check resources manually, or write your own program to perform a check.

### Robot/CONSOLE Excels In Log Management

Robot/CONSOLE monitors system logs to help you manage FTP requests, the security audit journal (QAUDJRN), and the system history log (QHST). By actively monitoring these system logs, you see at a glance who executed an FTP transaction, who modified a system value, or how many objects weren't saved during the most recent backup. Log monitoring produces messages so you can use Robot/CONSOLE message management to define procedures to handle the message.

# The Robot/CONSOLE Explorer—System Management Made Easy

## Enjoy Centralized Control

With Robot/CONSOLE and the help of its powerful graphical interface, the Robot/CONSOLE Explorer, it's easy to manage and monitor your system resources and messages. You can set up your Robot/CONSOLE environment, automate message management, and monitor resource and system logs, automatically. To extend your control across a network of partitions or System i servers, add Robot/NETWORK. With Robot/NETWORK and the Robot/CONSOLE Explorer, you can manage and monitor the messages and resources of your entire System i network from a single display.

## Perform Setup Tasks Quickly And Easily

With the Explorer, it's easy to perform both the one-time and the day-to-day tasks necessary to manage your System i messages and resources. Tasks such as setting preferences and defaults, starting and stopping Robot/CONSOLE and its resource monitors, holding and releasing message groups and sets, viewing and working with message history, and working with active jobs and spooled files.

Using the Explorer's setup, security, and preferences options, you specify the default values and security settings for Robot/CONSOLE objects and users, change the way the Robot/CONSOLE Explorer displays, and indicate both message notification actions and monitoring intervals. It's easy to:

- Connect to and disconnect from System i servers and partitions
- Start and stop Robot/CONSOLE and its resource monitors

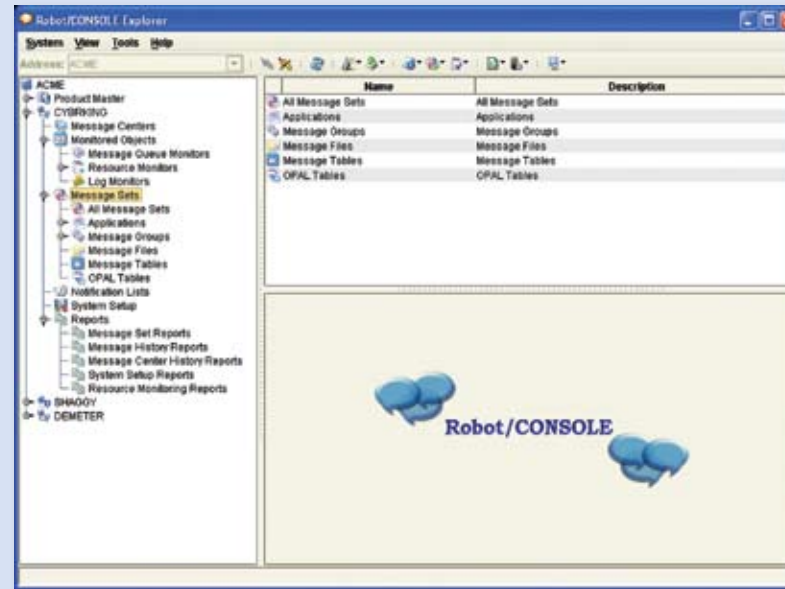
- Configure Robot/CONSOLE security for menus and functions
- Specify preferences for message notification and resource monitoring options
- Create and manage message centers, sets, groups, files, and tables
- Hold and release message groups and message sets
- View and delete message history

## Simplify Message Management

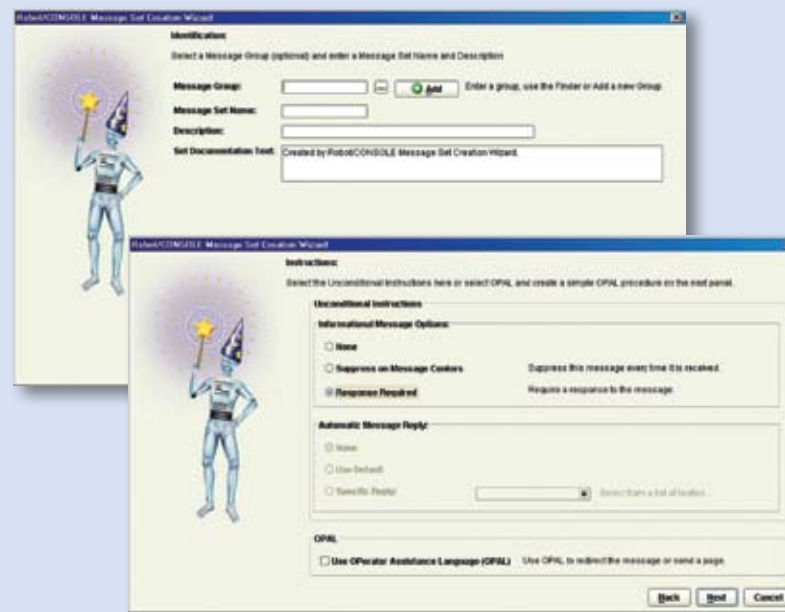
Automating message management is easy with the Robot/CONSOLE Explorer. You can assign users to handle messages that need a response, while creating lists of messages to suppress (you can add or remove messages at any time). Create tables using the Explorer's message and OPAL table options to deal with unimportant inquiry messages that should be answered automatically with the same reply, every time.

With the Robot/CONSOLE Explorer, you can display message centers, list active message sets, automatically answer messages with a reply specified on a message set, and write the reply to a message center history records. You can even create message centers to route certain types of messages and track their replies. For example, you can manage the informational and inquiry messages that arrive on the QSYSOPR message queue by using the two message centers, INFO and INQUIRY, that are shipped with Robot/CONSOLE. Or, use the Explorer to create your own centers.

As soon as you set up Robot/CONSOLE using the Robot/CONSOLE Explorer, you'll see the difference as the clutter of unwanted messages disappears. And, you'll understand how easy it is to identify which messages to



Use the Robot/CONSOLE Explorer to connect to one system, or a network of systems, to create, display, and work with all parts of your message and resource management setup.



The Message Set Creation Wizard walks you through the process of setting up message sets.

automate. Soon, Robot/CONSOLE will be handling all your message traffic.

## Monitor Resources Effortlessly

With the Explorer's Resource Monitor, you can monitor resources—such as devices, lines, and controllers—quickly and easily, from a central location. You can monitor your resources for a desired status, display the current status of the resources being monitored, and take actions based on their status. And, Robot/CONSOLE provides a detailed history of its status checks.

## Set Up Your Message Sets Using A Wizard

Robot/CONSOLE makes it easy to create message sets to process messages. Just click on the Explorer's toolbar to start the Robot/CONSOLE Message Set Creation Wizard. The Wizard walks you through the creation process, step-by-step, and activates your new message set when you are finished. You can specify unconditional instructions, including automatic responses, and whether to use Operator Assistance Language® (OPAL®) code to respond to a message. You can create message sets for the message centers that monitor the QSYSOPR message queue, and others to handle log and resource monitoring. You can even create messages sets on a Host system and use Robot/CONSOLE's Send To Wizard with Robot/NETWORK to distribute them to the other systems in your network.

## Copy Your Setup Anywhere

When your setup is done, the Explorer makes it easy to copy all or part of it to another System i. Just export copies of the objects you want to move to an XML file on your PC and import them on the new System i. You can copy your entire message and resource

management setup to a new system and modify it there. With the Explorer's Export and Import functions, it's easy to distribute information across partitions or systems.

## Track And Analyze Your Results

Robot/CONSOLE offers a suite of detail and summary reports to help you understand and maintain your setup completely. Use the Explorer to display or print reports detailing your message or resource management process.

- Message Set Reports provide information about the message sets and message groups on your system.
- Message History Reports summarize message activity according to your specifications.
- Message Center History Reports list statistics by message center, such as messages received, messages answered, the number of replies by user, and the average time to reply.
- System Setup Reports contain Robot/CONSOLE system setup information for each message center, message queue, and for log monitoring.
- Resource Monitoring Reports list your resource monitoring setup information and history.

You also can schedule or print the Robot/CONSOLE Good Morning Report each day to summarize message activity, according to your specifications. You can even include a summary of resource status information.

From the Explorer, you can set up and print any Robot/CONSOLE report immediately or use Robot/SCHEDULE,® the System i automated job scheduler, to schedule report printing at regular intervals. Either way, you stay informed and in control.

# Handle System i Messages Automatically

## Automate Your Message Management Process

Rather than constantly training operators to manage messages, you tell Robot/CONSOLE your message management procedures once and let it take over. Robot/CONSOLE handles your message management—without error—in seconds, so that you have fewer crises and fewer complaints. You can manage these procedures system-by-system, or centrally using Robot/NETWORK.

## Message Sets And Groups—Organized Message Processing

How does Robot/CONSOLE perform operator tasks automatically? The answer is message sets—a series of procedures to process messages automatically, or to guide a user in reacting to special messages. Robot/CONSOLE even provides a Most Common Messages report that you can use to see which messages are occurring frequently on your system and are candidates for automation.

### Organized Monitoring Instructions

When a message is received, Robot/CONSOLE selects a message set to process the message based on the message ID and message queue. A message set can apply to a single message ID, a message table containing several message IDs, a range of message IDs, or all messages. It can apply to any message queue or to a specific message queue. And, if more than one message set applies to the message, you can further define how the message will be handled.

Robot/CONSOLE also organizes messages into logical categories based on the source of the message by using message groups. You can use message groups to separate certain messages from normal system messages. For example, you might create message groups to organize messages by programming groups or by department. Now that's organized!

### Unconditional Message Instructions

Some System i applications issue many useless messages. Just select the option to suppress the message and you won't be hassled by these messages any more. Or, enter an automatic reply and let Robot/CONSOLE always answer the message for you.

The operating system can send innocent-looking, but important, informational messages that are easily overlooked. Use the Response Required option to turn important informational messages into inquiry-type messages that start Robot/CONSOLE's notification procedures. Or, you can use OPAL to make these features conditional based on the contents of the message.

### Disallowed Replies

Some messages should be answered by only the most experienced people. When the wrong reply could cause an operational crisis, use disallowed replies to restrict replies to certain users.

### Alternate Message Text

Dissatisfied with the standard message text? You can enter alternative first-level and second-level message text that Robot/CONSOLE displays when you need to provide special instructions for reacting to important messages.

### Message Center Control And Display Options

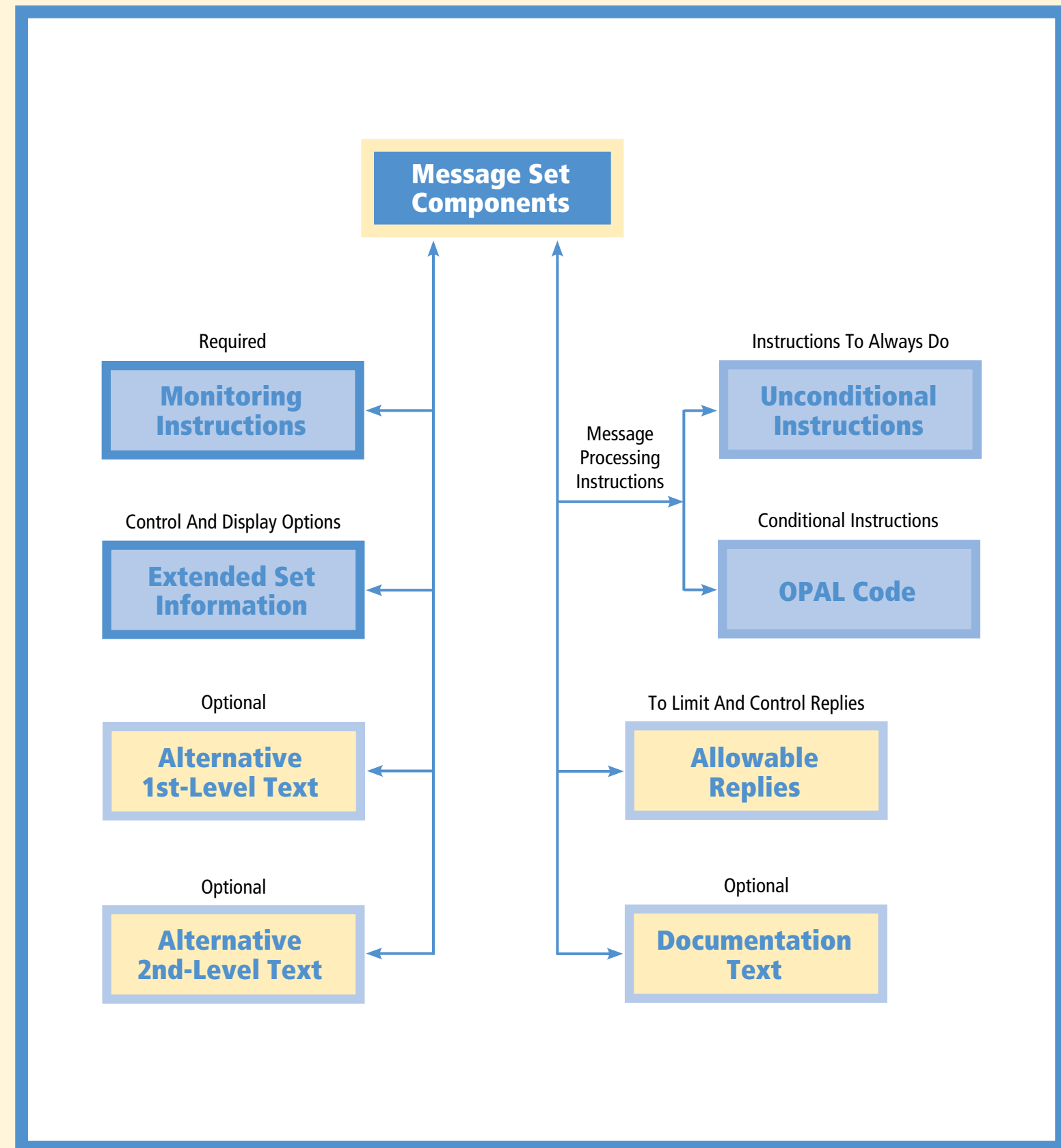
Use the display options to color code a message on a message center. Control options can print a problem report, set limits on how many message repeats the message set should process in a given time period, and reference OPAL code in another message set. You can even designate a user options program for a message. This program can provide a message center option tailored for the message, such as access to a window to work with the problem immediately.

### Operator Assistance Language (OPAL) Code

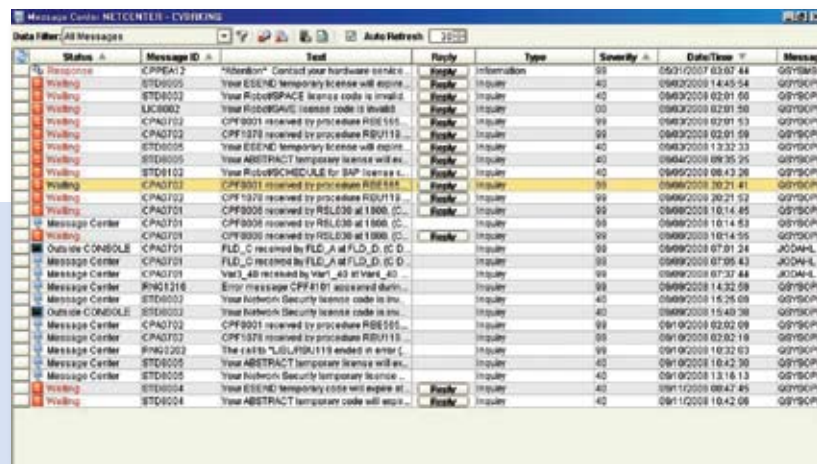
Use Robot/CONSOLE OPAL to create message-processing procedures. OPAL checks the contents of message variables and decides which actions to take based on those values. OPAL can execute commands, call programs, cancel a job, or call an expert for help. It is so powerful, most message processing procedures take only a few lines of code.

### Message Set Text

If you want to document the purpose and content of the message set further, you can enter as much text as you need.



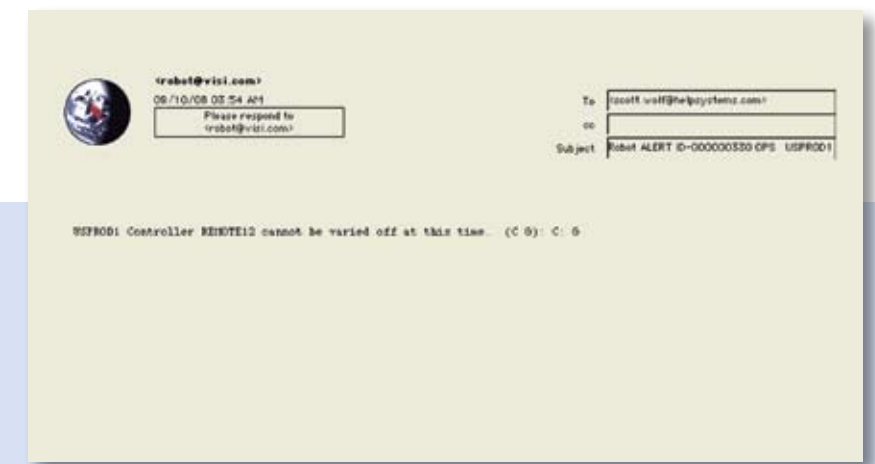
# Message Centers Are Your System "Eye"



You can reply to System i messages directly from the message center display.



A pop-up window notifies you when a message is waiting for a reply on a message center. You can reply from the window or display your message center.



Robot/CONSOLE uses Robot/ALERT to send an e-mail message notifying you when a message requires attention.

## With Robot/CONSOLE, You Won't Miss A Message

Robot/CONSOLE sends the messages it receives from the System i to a message center. A message center is more than just a list of messages—it's the heart of your message management strategy to help you react to messages quickly and accurately.

## See What's Wrong Instantly

Your message center is a visual network-monitoring tool. Because Robot/CONSOLE suppresses unimportant messages, all you see are the important ones. And, you can color-code messages so you can tell easily when a message requires your attention. For example, a red message means that it needs a reply.

For some messages, the reply is obvious—you understand the message and know the

answer. Robot/CONSOLE lets you answer those messages directly from the message center. Other messages are rare, so you must investigate to determine a reply. From the message center, you can display first-level and second-level message text to further explain the message. Or, you can display the message's history to see how it was answered in the past.

You can use Robot/CONSOLE message sets with a message center to:

- Provide extra information to help an operator respond to critical messages.
- Change an informational message to response-required, so that an operator must acknowledge it.
- Restrict replies to certain messages using the disallowed replies option.

## Harness The Power Of Message Notification

Since Robot/CONSOLE processes most messages automatically, the messages that remain are important. Robot/CONSOLE's message notification options cut application or device downtime that can result from waiting for responses to message. If you don't answer the message, Robot/CONSOLE finds someone who will.



When a message needing a reply arrives on a message center, Robot/CONSOLE performs automatic procedures to get the reply.

## Notification

Robot/CONSOLE notifies you when a message on your message center is waiting for a reply. A pop-up window tells you when a message arrives. You can display the messages, answer one or more messages at a time, and delete informational messages.



## Text, Pager, Or E-Mail Messages

If no one answers a message within a reasonable time, Robot/CONSOLE uses Robot/ALERT, Help/Systems' messaging software, to send a text, pager, or e-mail message to a person or list of people. If you use two-way messaging, Robot/CONSOLE sends the message text, along with allowable replies, to a defined device. The person selects a reply, which is transmitted to Robot/CONSOLE so that it can answer the message automatically.

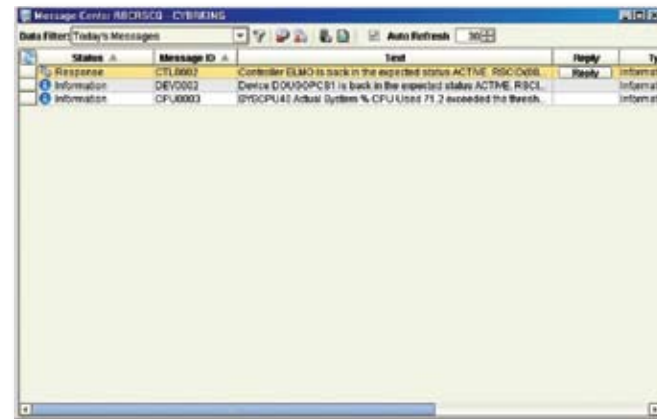
## Redirection

Robot/CONSOLE can remove a message from one message center and redirect it to another message center. If no one answers a message in a reasonable amount of time, Robot/CONSOLE can send the message to another message center, automatically.

If you have a large System i network, Robot/CONSOLE helps manage your message traffic. If a message on a remote System i is not answered within a satisfactory time, redirect the message to another System i that manages a group of systems (a Host System i). If no one answers the message, redirect the message to the operator on the Host System i. Or, redirect messages immediately to the Host operator. The choice is yours.

You can use all of these options, in any combination. And, you can create OPAL procedures to redirect or send messages only after complex conditions are met. Now, you can take advantage of company-wide experts—specializing in a specific problem area of the System i—no matter where in the world they're located.

# Manage Resources And System Logs



When a resource status changes, a message displays on the Resource Monitor message center.

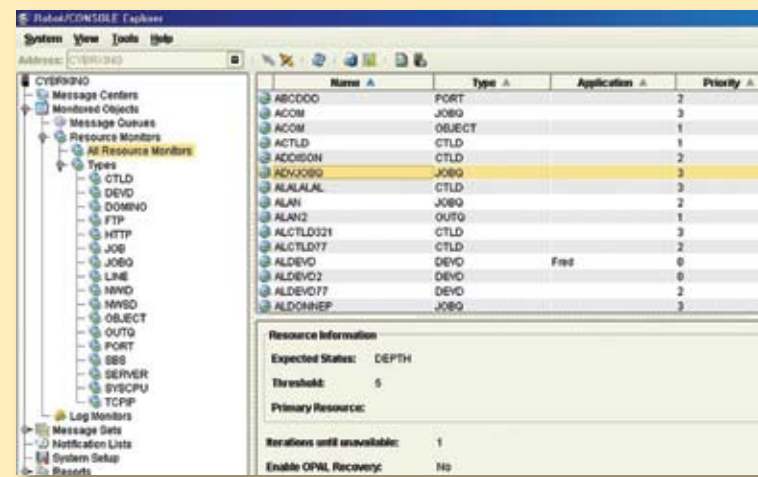
## Monitor Your System i Resources Proactively

Robot/CONSOLE monitors important system resources. A resource can be a line, subsystem, controller, device, server, job, job queue, output queue, TCP/IP service, port, and more. Resource monitoring allows Robot/CONSOLE to monitor your System i resources for a status and to take actions based on that status, if necessary. You specify the resources to be monitored, the status each resource should have, and the frequency the status is checked.

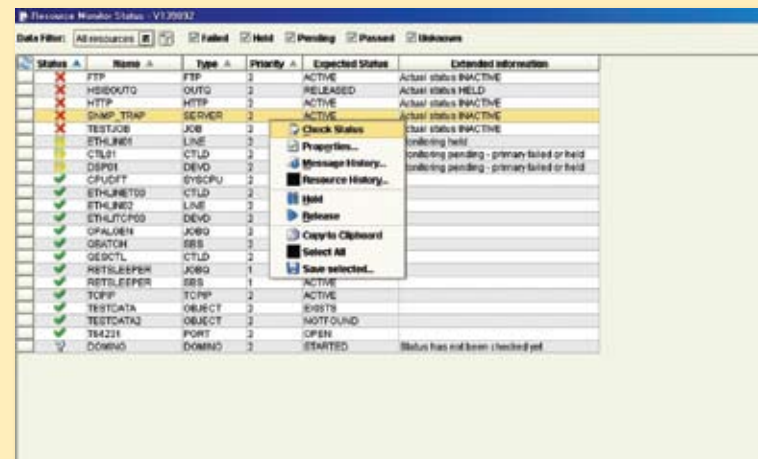
How does Robot/CONSOLE monitor these resources? First, you define the resource and its expected status. Then, Robot/CONSOLE checks the status at a time interval determined by the priority level assigned to the resource. Any time a resource changes its status, a message is placed on a message center. Resource monitoring brings all of the power of Robot/CONSOLE to resources—define a message set to respond to the message, redirect the message to an expert, use OPAL code to determine the proper action—it's up to you.

Resource monitoring notifies Robot/CONSOLE when resources are or are not in their expected status. Resources also can be dependent on other resources. For example, devices are dependent on controllers, and controllers are dependent on lines. To reduce the number of messages from unavailable resources, you can define some resources as primary resources and the resources dependent on those resources as secondary resources. When a primary resource is unavailable, its secondary resources also become unavailable. But, you see only the message for the primary resource on your message center.

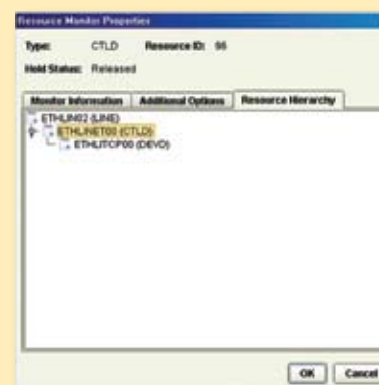
The Robot/CONSOLE Resource Monitor displays the most recent results of your resource monitoring. Select a resource, right-click, and display the properties of a resource. Or, drill down to see a resource's secondary resources and their properties. Robot/CONSOLE also provides a detailed history of all status checks. You can even include a summary of resource status on the Good Morning Report.



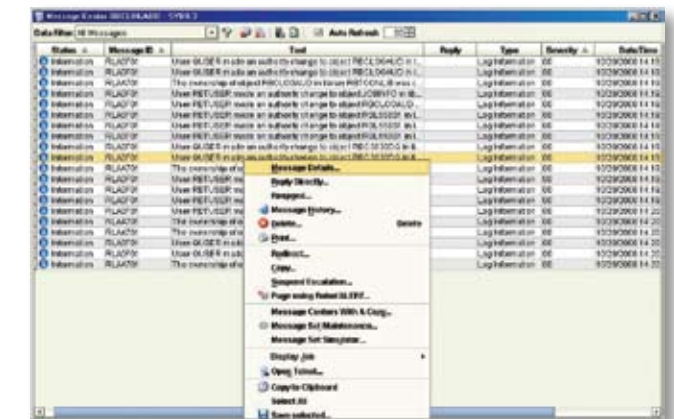
With Robot/CONSOLE, you can specify the resources to be monitored, the status each resource should have, and the frequency the resource's status is checked.



Define each resource and its expected status. The Resource Monitor Status window displays the most recent resource status.



You can drill down to see a resource's secondary resources and their properties.



Use Robot/CONSOLE's message centers to monitor and work with your system logs.

## Manage Your System i System Logs Effortlessly

Robot/CONSOLE monitors your system logs to give you an overall picture of FTP requests, system history (QHST), and the security audit journal (QAUDJRN). For each type of monitoring, Robot/CONSOLE sends messages to a message center. You can define message sets and OPAL code to process these messages.

### FTP Request Log Monitoring

Robot/CONSOLE monitors incoming FTP requests, the user who made the request, and when the request was made—the type of information that typically is difficult to locate. Robot/CONSOLE can alert you to possible system violations by monitoring the following FTP operations:

- Delete file
- Send and receive file
- Rename file
- Execute command

### System History Log (QHST) Monitoring

Robot/CONSOLE monitors and manages messages from the system history log. Many important messages about save and restore operations, LPAR changes, or security are issued only to QHST. Robot/CONSOLE can monitor the QHST log and manage these important events. You're notified quickly of backup or security issues, and you see a complete picture of your system activities.

### Security Audit Log (QAUDJRN) Monitoring

Robot/CONSOLE monitors security on your system. Use it to monitor the security audit journal and alert you to important security issues. You tailor the monitoring to your specific needs. Robot/CONSOLE can identify security issues, such as:

- Who changed a system value and when
- What device was used for attempted sign-on attempts
- Who changed an object owner and when
- Who used a service tool to try to avoid security

# Automate Reaction To Events

## Use OPAL To Customize Message Processing

OPAL (OPERator Assistance Language) is Help/Systems' powerful operations language that helps you operate your System i. Most important System i events are preceded or followed by a message. You can use OPAL to react to those events immediately and unattended. With OPAL, you can create message processing procedures that replace the operator duties of reacting to messages.

## OPAL Is Easy To Learn And Use

If you know a System i programming language, you can quickly learn OPAL. And, because OPAL is so powerful, most message processing procedures take only a few lines of code.

Use OPAL to check the contents of a message and determine what action to take, just as an operator would. OPAL can execute commands, call programs, cancel jobs, or call for help.

OPAL gives you the power to automate sophisticated procedures that require decisions.

## Find Out What The Message Says With OPAL

The hardest part of writing a program to process a message is determining what the message says. When a line fails, what line failed? When a printer needs forms, which printer and what type of form? OPAL does the work for you. It has over 30 message variables it can fill automatically using the values contained in the message. You can even retrieve a message variable by the variable number contained in the message definition. Some common OPAL variables are:

- CENTER**—the name of the message center
- CONTROLLER**—the name of the controller
- FORMTYPE**—the form type
- LINE**—the line name
- MSGTYPE**—the type of message
- RESOURCE**—the name of the resource

## What Happened Earlier?

OPAL has condition keywords so you can see the last five messages and replies. You can answer the question: How many times has the same message been repeated in the same job? Knowing which messages and replies preceded the current message can help you determine the action to take.

## Example One

When you exceed the number of allowed sign-on attempts, the System i varies off the workstation and the operator must vary it on. Instead, you can use OPAL to vary it on automatically. This message set monitors for the message CPF1397 and does the following:

- If it is a workday and the password attempts took place after working hours, delay 1800 seconds (30 minutes) before varying the workstation (OPAL variable DEVICE) back on.
- If it is a workday and the password attempts took place during working hours, delay 600 seconds (10 minutes) before varying the workstation (OPAL variable DEVICE) back on.
- If it is not a workday, page the appropriate personnel that someone is trying to break into the System i and do not vary the workstation back on.

Logic Operand	Variable	Operation	Operation Value
IF	WORKDAY	EQ	YES
IF	SYSTIME	GT	1700
OR	SYSTIME	LT	0700
		DELAY	1800
ELSE		DELAY	600
END			
ELSE		EXECUTE	VRYCFG DEVICE *DEV*ON
		PAGE	JIM 'Sign on Security Problem'
END			

## Example Two

You have a sleeper program called TCP that must always be running. Create a message set that monitors for the job completion message.

- If the job is TCP, submit the job to start it running again.
- If the job is not TCP, suppress the job completion message.

Logic Operand	Variable	Operation	Operation Value
IF	JOB	EQ	TCP
		EXECUTE	SBMJOB CMD(CALL TCP)
ELSE		SUPPRESS	
END			

Logic Operand	Variable	Operation	Operation Value
IF	ACTUSR	EQ	PAUL
		REDIRECT	PAUL
END			

## Example Three

You have a communication expert with a user profile PAUL. When he is signed on to his workstation, you want all communication messages sent to him. Create a message set that monitors for the range of device messages from CPA57AA to CPA5969. Then, create OPAL code to test if the user profile is active.

- If user profile PAUL is active, all of the messages within the range are redirected to Paul's message center.
- If user profile PAUL is not active, the messages are left for the operator to handle.

## Use OPAL To Operate Your System i

There are more than 30 OPAL operations, in various categories, that you can use to tell Robot/CONSOLE how to process a message.

### OPAL Categories:

**Reply to the message**—Enter a value or use the default.

**Wait awhile**—Wait until someone replies, or a specified number of seconds.

**Change the message**

**Send the message elsewhere**

**Send a new message**

**Notify someone with a text, pager, or e-mail message**

**Copy a message**

**Execute a command**

**Call user programs**—Use standard message or reply data parameters.

**Run a Robot/SCHEDULE job**

**Send SNMP traps**

**Stop processing the message**

**Cancel the job**

**Change OPAL variable values**

**Execute a logic operation**—Equal/Not equal, Greater than/Less than, and more.

### OPAL Operations:

**SUPPRESS**—Suppress or ignore the message.

**RESPOND**—Change an informational message to response-required.

**ENTER**—Enter a specified reply to answer the message.

**DEFAULT**—Enter the default reply to answer the message.

**RPYWITHIN**—Wait the specified number of seconds for a reply to the message. If no one replies, continue with the next line of OPAL code; if someone does reply, go to the reply section of OPAL.

**REDIRECT**—Remove the message from a message center and put it on the specified center (which can be on another System i).

**PAGE**—Send the message to the specified pager, cell phone, laptop, or other device.

**DELAY**—Delay processing for a specified period of time.

**NOTIFY**—Notify a user, via a pop-up window, that a message requires attention.

**COPY**—Copy the message to another message center.

**TERMINATE**—End the job that sent the message.

# Join 21,000 Customers Who Have Written Their Own Automation Success Stories

## Build A Solution Set To Tackle Any Automation Problem

When you buy any Robot product from Help/Systems, you're also buying the opportunity to integrate other Robot products to create an automation solution set to solve your particular System i operations problems. You'll save money, simplify tasks, eliminate bottlenecks, improve processing, reduce errors, and satisfy SOX auditors. Here are just a few of the problems you can resolve with a Robot/CONSOLE automation solution set.

## Automate Message And Job Management

### Robot/CONSOLE And Robot/SCHEDULE

Your System i generates thousands of messages each day—for every event that occurs on the system. Robot/CONSOLE includes a seamless interface to Robot/SCHEDULE, the automatic computer operator and job scheduler, to help you organize your message management process and respond to any operational crises. You can use Robot/SCHEDULE's work calendars and system-wide reserved command variables (such as operator on duty or job date) in your message handling procedures to maintain continuity, stability, and consistency within the operating environment of your

system(s). Robot/SCHEDULE can execute or schedule a batch job in reaction to a Robot/CONSOLE message, so you can initiate all the jobs that run in reaction to system or application events—automatically. Working together, Robot/CONSOLE and Robot/SCHEDULE can streamline your operational processes and reduce your issues.

## Automate Notification Procedures

### Robot/CONSOLE And Robot/ALERT

Robot/CONSOLE works with Robot/ALERT, the System i notification software, when a message isn't answered promptly. Robot/CONSOLE uses Robot/ALERT to send a message to any device, such as a pager, cell phone, PDA, or laptop. Your operators don't need to stay in the computer room day and night to monitor for messages. And, you can use Robot/ALERT to send messages from any workstation or from any of your programs. If you use two-way messaging, you can answer messages directly from the device—no need to come to the office and no delays. The more you use Robot/ALERT, the more uses you'll find.

## Manage Messages And Resources Across Your Network

### Robot/CONSOLE, Robot/NETWORK, And Robot/ALERT

Robot/CONSOLE works with Robot/NETWORK®, the network management software, to help you centralize message and resource management; distribute product instructions and objects (such as message sets); and monitor resources and system logs—throughout your network of System i servers and partitions. The Robot/CONSOLE Product Master on the Host system makes it easy to define your instructions in one place, then distribute them using Robot/NETWORK—allowing you to maintain consistency across the systems in your network. Use Robot/NETWORK to redirect messages from Robot/CONSOLE on one system to another system and answer the message from the other system. Or, redirect unanswered messages from remote systems to the Host system. Robot/NETWORK can monitor your entire System i network on its graphical Map Center. When an important message is unanswered, you see which system needs a response. And, if no one responds, Robot/NETWORK uses Robot/ALERT to send a notification message.

## Complete Dedication To Quality And Success

It's no accident that Help/Systems creates the world's best software for the System i. When you combine committed development, marketing, sales, support, and administrative people with strong management, processes that really work, a powerful drive to succeed, and a complete dedication to quality, the results speak for themselves. Since 1982, Help/Systems has focused successfully on one goal: To deliver the highest quality software, training, and support possible to help you manage your System i with "lights-out" automation.

## Award-Winning Robot Automated Operations Solution

Whether you have a single System i, or a network of them, Help/Systems is committed to providing you with products that automate their operation. The products of the Robot Automated Operations Solution look and act the same. All of the Help/Systems products talk to each other through the Solution's common component interface. This integration makes all the products powerful, yet easy to learn and use. Using Robot/CONSOLE with our other products makes your investment in Robot/CONSOLE much more valuable.

Our product expertise has won us many awards from numerous publications. And, our customers have awarded us 60,000 times with product purchases.

## Commitment To Excellence

Help/Systems became America's first ISO 9001-certified software company in 1992. Since then, we have maintained our certification under the updated 9001:2000 standard. This international quality standard covers software design, development, marketing, product support, and training. Help/Systems continues to demonstrate that it has an excellent software quality assurance system in place, full management commitment to quality, and a well-trained and motivated staff. This certification applies to all company procedures for ensuring customer satisfaction—from those done by the receptionist to the duties of the CEO.

