



Product Guide

Systems Management & Security Compliance Software



halcyonsoftware
The Experts in Systems Management

Internationally **proven** solutions

Billabong

SunGard Public Sector

Quiksilver

AFLAC

CompuCenter

MasterBrand

Parker Hannifin

Chesapeake Energy

Tesco Bank

Capgemini

Meridian IT

EVERY

Avon Cosmetics

Logica

Infor

Mizuno

Costco Wholesale

SAS^{IT}

Fujitsu

Halcyon Software

Accreditations



Halcyon Software is an IBM Advanced Business Partner.

This is a prestigious accreditation and is in recognition of our commitment to producing products of the highest quality which are used by hundreds of customers worldwide on IBM computers. Halcyon Software is also a member of the ISV Council in Rochester.



Halcyon Software is a Member of IBM's PartnerWorld for Developers. Being a Member allows us to receive early releases of operating software so that we can test our software products for compatibility against the latest release before it becomes generally available.

It also helps us to keep fully informed of all the latest technological advancements and allows us direct access to IBM for technical support should it be required.

Partnerships



Halcyon Software are delighted to announce that the Halcyon Network Server Suite management tools are 100% certified to run natively on Oracle Linux. With predefined "out of the box" templates we can monitor and automate tasks and actions on the Oracle Linux operating system. Halcyon are proud of their partnership with Oracle and ability to embrace the technology.



At Halcyon Software we are committed to the continuous development of best of breed solutions to ensure the most cost-effective ways of managing Windows® servers. Our partnership with Microsoft® allows us to achieve that aim.



SkyView Partners Inc specializes in security consulting, remediation services and assessment software. Halcyon Software works collaboratively with SkyView Partners Inc as Resellers for SkyView products in the USA and Australasia and as Master Distributors in EMEA.

Business and ERP Application Monitoring

Web Application Monitor



Ideal for Monitoring ERP Applications, High Availability Systems, Data Center Environments or any changes in web based data. Continuously monitor for any changes in HTML web pages and web-based data so that you can be immediately notified of changes that could impact on your business operations.

Now you can monitor, in real-time, the content of live web pages and data within programs that use web pages to display information, including specialist software such as **Lawson M3/Movex, JDE, SAP** and **IBM WebSphere®**. Within Lawson M3/Movex, Web Application Monitor monitors ServerView, enabling early warnings of any Java processes not running as expected. Halcyon's Network Server Suite ensures that the necessary Windows components of MOM, eCollaborator, LBI etc. are functioning as normal. Because the Web Application Monitor automates the monitoring process, it is available 24/7 and does not miss important information such as a change of status or error condition, and can automatically raise alerts and take actions that would be expected of an operator.

The Web Application Monitor can also be used to monitor high availability (HA) systems for 'out-of-sync' objects, alerting if a threshold is reached or breached, or perform pre-determined actions if the temperature of a data center is reaching potential risk levels. Monitor for changes in any web-based data, such as, stock levels, share prices or any changes in information that is important to your business.

Features

- Automates the monitoring of complex, specialist software on a 24x7 basis
- Automatically raise alerts and take actions that an operator would normally invoke
- Monitor Java-based applications running on the IBM power platform
- Send immediate notification of any changes in data, by email, SMS to cell phones, or by 'delivering' an alert to a GUI console
- Ensure that TCP/IP is active
- Eliminate the need for manual checks to save time and resources
- Does not require specialist knowledge to monitor complex or application specific scenarios

Download Datasheet
www.halcyonsoftware.com/datasheets

View Video Overview:
www.halcyonsoftware.com/tv/wam

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
- Ideal for outsourcing environments, managed service providers and individual businesses

Note

Web Application Monitor is a specialist module within Network Server Suite. See page 19 for details.

Templates



Templates can be used to monitor all of your critical business applications running across a multi-platform environment.

Halcyon Templates are designed to provide the same level of monitoring across a number of similar devices by applying a set of user-defined filters with a single-click. This greatly reduces set-up time and ensures all systems are covered by at least a basic level of monitoring. Should you need to make a system-wide change at a later date, a single update covers all systems using the template.

Halcyon Templates are available in the following products:

Network Server Suite

- Windows®
- AIX®
- Linux®
 - RED HAT®
 - SUSE®
 - ORACLE®

IBM i

- Level 1 - Message Management Suite
- Level 2 - Systems Operations Suite
- Level 3 - Advanced Automation Suite
- Level 4 - Operations Center Suite

Customization Templates for IBM i

- Lawson® M3 (Movex)
- Infor XA®
- JD Edwards® (EnterpriseOne, World)
- SAP®
- MISYS® Equation & Midas Plus
- JBA®
- High Availability (MAXAVA®, Quick/EDD, iTERA)

Did you know?

Halcyon has produced "A Guide to Templates", an educational handbook to help customers set-up the monitoring of critical system information that may affect their company.

Authored by Donnie MacColl, a systems management expert with more than 20 years experience, the guide spans all platforms and contains in-depth coverage of each template and rule so you can easily determine how to monitor for a single event or an entire scenario depending on your requirements and your core platforms

To request a copy, simply email your details to:

templates@halcyonsoftware.com

Lawson® M3(Movex)Monitoring



Specialist templates shipped with Halcyon's Software Suites enable customers to specifically monitor their Lawson M3 and Movex mission-critical applications.

Using Halcyon's "M3 pack", customers now have a fully integrated solution to manage back-end processing on the IBM i as well as keeping a close eye on Server View, enabling early warnings of any Java processes not running as expected. M3/Movex users can fully automate a process of typical checks to identify issues and notify the right people so that appropriate actions can be taken.

Features

- Manages all your servers that host the complete M3 environment including MOM, eCollaborator, Workplace, LBI and more...
- Monitors Server View to ensure all the individual autostart jobs area active
- Check the various MVX* subsystems are active at the times of day that your business requires them
- Monitors to ensure that required web servers are active
- Checks for expected web page content
- Ensures all the necessary JAVA threads are active, and raises an alert if any are missing
- Tracks the active port for various job and threads
- Continually monitors web and email services, disk space, CPU, memory, hubs, routers, switches and any SNMP device
- Ensures mandatory jobs are running in the M3 subsystems
- Checks business intelligence cubes are updated when expected

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
- Ideal for outsourcing environments, managed service providers and individual businesses

Did you know?

Halcyon can keep a close surveillance on your whole **M3** environment!

- Monitor critical subsystems and jobs on IBM i
- Monitor ServerView
- Receive early warnings of Java processes not running as expected

Ask for details on our "M3 pack"

Email: sales@halcyonsoftware.com

To request a copy of the 'Guide to Templates handbook, simply email your details to: templates@halcyonsoftware.com

CONTACT US - WE CAN TAILOR OUR LAWSON M3 MONITORING TO REFLECT YOUR SPECIFIC BUSINESS NEEDS

Templates for ERP & HA Monitoring

Infor XA Monitoring



Formerly the Manufacturing, Accounting and Production Information Control Systems (MAPICS), Infor XA is an ERP solution for manufacturers. The XA product requires the midrange IBM i5/OS platform although recent developments have added object oriented components written in Java which extends a portion of the XA product to servers running Java. The Java components provide an application runtime which allow user customizations, a rich user interface, an optional web-based interface as well as support for XML interfaces.

Features

- Ensure user Profile MXAPLUS is always active
- Alert if backups completed with more than 'x' objects not backed up
- Monitor the JAVA server to ensure it is always active
- Ensure the XA Application data area ZDDCTD is not locked (can prevent users from accessing the application)
- Ensure ASP% is less than 90%
- Monitor that no single XA job is using more than 40% of CPU capacity
- Ensure scheduled XA Application disk backups have completed
- Monitor jobs within the Infor XA UFBCTL file to ensure none have ended
- Ensure no XA Application jobs are in LCKW or MSGW status

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
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JD Edwards® Monitoring

(EnterpriseOne®, World®)

Halcyon Software Suites and Advanced Job Scheduler are designed specifically with JDE applications in mind. You can automatically import and run JDE advanced scheduler jobs tailored to suit your company's specific business operations.

For example, multiple dependencies are possible, allowing the user to submit jobs which spawn and monitor other jobs in their own entities. We do this by using a RUNUBE and VFYUBE exit program that scans for escape messages and allows you to create dependences. This reduces the system operator's workload by automating repetitive tasks, freeing up valuable resource time and in the process minimizing the risk of human error.

Features

- Automated handling of error monitoring alerts and response to situations, even complex ones
- Multiple dependencies
- Check subsystems are active
- Monitor to ensure that critical JDE jobs are active
- Ensure that TCP/IP is active
- Monitor web server is active
- Multiple environments are supported
- Monitor contents of web pages
- Support for use definable template environments – operators can retain specific settings and significantly reduce setup time when adding or amending jobs

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
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CONTACT US - WE CAN TAILOR OUR JDE MONITORING TO REFLECT YOUR SPECIFIC BUSINESS NEEDS

SAP® Monitoring



Specialist templates, available within Halcyon's software suites allow you to keep a close scrutiny on your SAP critical business applications. Systems operators, of all levels, can set up performance thresholds and be alerted if those thresholds are breached and take instant action if a job runs longer than expected or a user or job takes more resource than it should. Alerts can be routed to Halcyon Enterprise Console or text messages to mobile phones or by email. For ultimate flexibility, messages can also reflect your organization's escalation policy.

Features

- Ensure ASP% is less than 80%
- Ensure SAP subsystem (for example; R3_03) is active
- Monitor that no SAP jobs are in MSGW or LGKW e.g. Disp_work, ICMx. MSG_Server, SAPSTART
- Monitor to ensure that critical SAP jobs are active
- Monitor if Wait to Ineligible and Active to Ineligible is greater than 0.1
- Ensure that SAPSTART has run by a certain time
- Alert if Backups completed with more than 'x' objects not backed up
- Ensure that TCP/IP is active
- Monitor web server is active
- Monitor content of web pages

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
- Ideal for outsourcing environments, managed service providers and individual businesses

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CONTACT US - WE CAN TAILOR OUR SAP MONITORING TO REFLECT YOUR SPECIFIC BUSINESS NEEDS



Misys® Equation Monitoring

Misys is the leading application software and services provider to the financial services and healthcare industries. In the financial sector, their services are used by over 1,200 customers, including all of the world's top 50 banks.

Specialist templates have been created for customers of financial services to specifically monitor Misys Equation business environments.

System operators of all levels can use the special "WATCH" feature to monitor phases within end of day processing and ensure that things always run smoothly. Users can also set-up performance thresholds and be alerted if those thresholds are breached. Instant action can be taken if a job runs longer than expected or a user or job takes more resource than it should. Alerts can be routed to Halcyon Enterprise Console or text messages to mobile phones or by email. For ultimate flexibility, messages can also reflect your organization's escalation policy.

Features

- Monitor phases within end of day processing by using Halcyon's '**watch**' facility to ensure that each phase is completed within a given time period and that the entire end of day process is finished before business hours commence
- Automated handling of error monitoring alerts and response to situations, even complex ones
- Multiple dependencies
- Multiple environments are supported
- Support for use definable template environments – operators can retain specific settings and significantly reduce setup time when adding or amending jobs

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
- Ideal for outsourcing environments, managed service providers and individual businesses

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CONTACT US - WE CAN TAILOR OUR MISYS MONITORING TO REFLECT YOUR SPECIFIC BUSINESS NEEDS

Misys® Midas Plus Monitoring



Midas Plus is the latest generation of the Misys Midas core banking system. Misys Midas Plus offers a single, integrated platform for delivering a wide range of services to corporate customers, including Treasury, Commercial Lending, Capital Markets, Cash Management and Wealth Management.

System operators of all levels can use the special "WATCH" feature to monitor phases within end of day processing and ensure that things always run smoothly. Users can also set-up performance thresholds and be alerted if those thresholds are breached. Instant action can be taken if a job runs longer than expected or a user or job takes more resource than it should. Alerts can be routed to Halcyon Enterprise Console or text messages to mobile phones or by email. For ultimate flexibility, messages can also reflect your organization's escalation policy.

Features

- Monitor phases within end of day processing by using Halcyon's '**watch**' facility to ensure that each phase is completed within a given time period and that the entire end of day process is finished before business hours commence
- Automated handling of error monitoring alerts and response to situations, even complex ones
- Multiple dependencies
- Multiple environments are supported
- Support for use definable template environments – operators can retain specific settings and significantly reduce setup time when adding or amending jobs

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
- Ideal for outsourcing environments, managed service providers and individual businesses

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CONTACT US - WE CAN TAILOR OUR MISYS MONITORING TO REFLECT YOUR SPECIFIC BUSINESS NEEDS



JBA® Monitoring

Halcyon Advanced Job Scheduler, available as a specialist utility or as part of our flagship package, Operations Center Suite, has been to monitor JBA business environments. You can automatically import JBA Scheduler jobs to Halcyon to create and run advanced scheduling patterns tailored to your organizations specific business operations. For example, multiple dependencies are possible, allowing the user to submit jobs which spawn and monitor other jobs in their own entities. This reduces the system operator's workload by automating repetitive tasks, freeing up valuable resource time and in the process minimizing the risk of human error.

Features

- Automated handling of error monitoring alerts and response to situations, even complex ones
- Multiple dependencies
- Check subsystems are active
- Monitor to ensure that critical JBA jobs are active
- Ensure that TCP/IP is active
- Multiple environments are supported
- Support for use definable template environments – operators can retain specific settings and significantly reduce setup time when adding or amending jobs

Benefits

- Effective use of system resources by running jobs at the best time for your system, your operators and your users
- We monitor the application availability and if it is NOT available we either automatically try to repair it and if we fail we can alert you that you need to take some action and investigate
- Can also reduce operations costs by automating all out-of hours processing
- Ideal for outsourcing environments, managed service providers and individual businesses

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High Availability Monitoring

Halcyon Software Suites allow you to monitor the status of your High Availability application (MAXAVA®, Quick/EDD®, iTERA) alerting you to any problems as they occur and reporting when these have been resolved.

Features

- Monitor that High Availability subsystem is active
- Monitor web server is active
- Monitor content of web pages
- Monitor that critical jobs are active
- Check no High Availability jobs in MSGW or LCKW
- Ensure ASP% is less than 80%
- Comprehensive filters allow you to specify error conditions
- Automatic actions include executing commands, calling programs, sending messages
- Send messages out to a mobile phone, pager or email
- “Grace Period” option on each filter allows an error situation to be tolerated for a pre-defined period of time before an alert is raised in case the error is temporary

Benefits

- Helps prevent any nasty surprises in the event of a disaster
- Be alerted to backlogs occurring so that prompt action can be taken
- Up to 999 different actions per alert
- Halcyon Enterprise Console interface to display messages and alerts on a central graphical screen
- Never miss an unexpected problem or delay again!
- Perform one action when alert first occurs but another action if it occurs repeatedly or the problem persists for a long time
- Suspend Filters for a pre-defined period of time once an error has been notified so that further alerts are not raised while action to rectify the error is being taken

See also:

[HA-MX Monitor on page 49 of this guide](#)

To request a copy of the ‘Guide to Templates’ handbook, simply email your details to: templates@halcyonsoftware.com

CONTACT US - WE CAN TAILOR OUR HIGH AVAILABILITY MONITORING TO REFLECT YOUR SPECIFIC BUSINESS NEEDS

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Trademarks and Registrations

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