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Tango/04 Releases New iSeries Monitoring Agents and Features for VISUAL Message Center

- Tango/04 is releasing during COMMON key new agents, features and improvements for its flagship BSM, Operations and IT infrastructure Monitoring solution, VISUAL Message Center
- New Restricted State Monitor Agent, new iSeries Temporary Job Storage Agent, faster SQL Monitors for iSeries, new Web Transaction Agent, improved Monitoring Engine, enhanced SmartConsole, new iSeries reports, GSM modem support and more
- Unmatched functionality confirms Tango/04 innovative leadership and iSeries commitment

MINNEAPOLIS, March 24, 2006. – Tango/04 Computing Group, Inc., a leading solution developer for multiplatform Business Service Management (BSM), IT Security, Compliance and Operations Monitoring, is releasing key new agents, features and improvements for its flagship monitoring solution, [VISUAL Message Center](#), during the COMMON Spring 2006 Conference, taking place in Minneapolis on March 26-30.

These new releases expand the power of VISUAL Message Center as an easy to use, efficient and comprehensive solution for iSeries shops to monitor their operations, improve their Service Level Agreements (SLAs), manage their business processes and increase the availability and performance of their infrastructure.

“We are sending a clear message to the iSeries community attending the COMMON conference,” says Raul Cristian Aguirre, CEO of Tango/04 Computing Group. *“These new VISUAL Message Center agents and features are the demonstration of our strong commitment to the System i5 platform, constantly investing in R&D to give fast answers to the demanding needs of IT Departments worldwide. We offer unparalleled iSeries functionality, and we keep adding more and more value for our growing customer base. And this is just a small portion of all the exciting things we will launch during this year.”*

New Restricted State Monitor Agent for iSeries

The new Restricted State Monitor Agent for iSeries allows monitoring iSeries servers from VISUAL Message Center's SmartConsole while performing restricted state procedures (such as PTF loading or system backups). Until now the operator was required to sit in front of the screen of the server in restricted mode to check for errors or problems, as the server did not allow being accessed or connected to from outside to retrieve information.

Now, the Restricted State Monitor supervises the operation, liberating the operator from physically watching the green screen during the whole length of the process. It automatically sends alerts to VISUAL Message Center's SmartConsole, or by email or mobile phone, if the need arises. Messages can be acknowledged remotely, too. A single SmartConsole can monitor hundreds of restricted state processes running in several systems or LPARs simultaneously.

New Web Transaction Agent monitors end-to-end user experience

The new VISUAL Message Center's Web Transaction Agent allows recording and replaying critical Web transactions. It monitors their response times, availability and other critical parameters.

It is fundamental for IT to control the end user perception, making sure that Web applications are working properly, permanently available and providing optimal response times. Any glitches or crashes should be prevented or corrected immediately. This new Tango/04 technology makes it easy to record and change transaction scripts, which can be further optimized by using variable values, and run them from a single or multiple remote locations.

This new ThinAgent can also simulate and continuously measure the performance of 5250 (iSeries) and 3270 (mainframe) applications with a Web interface. This greatly extends the usefulness of the Web Transaction Agent to monitor native RPG/COBOL applications.

New iSeries Temporary Job Storage Agent

A disk can be completely filled up by a never ending job loop or incorrect SQL queries, but it is extremely difficult to spot which user is causing the problem. The new iSeries Temporary Job Storage Agent detects whether a job is using too much temporary disk space. It can alert the operator and even allows automated actions to solve the problem in unattended mode. By using this new agent, it is extremely simple to detect which user is causing a disk spike that could have resulted in a serious service disruption.

Faster, more flexible and customizable SQL Monitor

The VISUAL Message Center SQL Monitor is a fundamental tool for controlling and auditing SQL statements executed by users and applications, thereby protecting critical data on the system. Previously, the iSeries SQL Monitor watched all SQL statements. Now, it is possible to specify which tables are going to be monitored. This translates into a considerably better use of system resources, more flexible and efficient monitoring, faster processing times and reduced disk space usage.

Improved SmartConsole

SmartConsole is the graphical interface for VISUAL Message Center. It provides a user-friendly central point for consolidating, monitoring, correlating, diagnosing and responding to events from any system or service in the enterprise. This new release of the SmartConsole includes important improvements in performance, usability and efficiency, including:

- General optimization of console performance, reaching improvements of up to 1000% of execution speed for some operations
- Support for thousands of concurrent views
- Interface improvements in the WebSmartConsole
- New icons for colorblind users, allowing them to distinguish the state of the infrastructure and business processes by the shape of the icon instead of the color
- And many others

Enhanced Monitoring Engine

Improvements to VISUAL Message Center's Monitoring Engine include:

- Better scalability, allowing hundreds of monitors to run simultaneously. This is very important for infrastructures with large numbers of servers and network devices, as a larger number of systems and parameters can now be monitored.
- Improved stability, efficiency and decreased memory resources usage.
- Support for improved replication of configuration among similar systems, with improved import/export functions and self-documenting features
- And many others.

- more -

Improved Reporting System

VISUAL Message Center includes an intuitive Reporting System for creating both on demand and historical reports, essential to certify SLAs and best practices compliance. This release of the Reporting System brings new functionality and enhancements, including new iSeries Custom Reports and new Historical iSeries Reports, which can be produced in several formats, including Word document, Adobe Acrobat PDF, HTML, XML, etc., either manually or automatically.

New Notifier with GSM Modem Support

VISUAL Message Center's Notifier module is responsible for sending SMS (Short Messaging System) and email messages to ensure that operators are remotely notified of any important event received by the SmartConsole, enabling both real-time reaction and remote command execution via email or mobile phones. It allows operators to manage critical systems at any time of the day, from anywhere.

The new release of the Notifier includes support for sending SMS messages through GSM modems, besides standard mobile phones. Apart from being more secure and reliable for sending data, GSM modems are much faster and can be installed in locations where there is poor or no signal coverage.

New Plug-and-Play Multiplatform Performance Portal

Tango/04 also has added the ability to create out of the box, customizable web-based portals with near real-time performance information coming from both iSeries and Windows-based systems. Performance Portals are useful because everybody on the IT Department and even end users can be aware of key performance metrics without having to sign into different partitions or systems.

The unmatched ability to mix the most frequently used platforms in midrange companies, the System i5 and Windows, results in an extremely convenient solution that shortens problem resolution times, prevents floods of end user phone calls, and aids IT personnel to proactively control the whole environment. Performance alerts can be routed to VISUAL Message Center. AIX and Linux alerts can also be integrated in the SmartConsole.

Capacity Planning and other enhancements

Tango/04 has also released improvements for iSeries Capacity Planning, adding service level graphs, memory comparison charts, daily graphs showing network activity, and more. A new generic, scriptable agent has also been added to allow for specific custom scripting; by using it, new iSeries requirements can be covered easily with little or no programming at all.

About Tango/04 Computing Group, Inc.

Tango/04 Computing Group, Inc. is one of the leading developers of software solutions for Systems Management, Security, Operations Monitoring and Business Service Management (BSM). Tango/04 software helps companies maintain the operating health of all their business processes, improve their service levels, increase their productivity, and reduce costs through intelligent management of their IT infrastructure.

Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world. Customers include ABN Amro, ABX Logistics, ADT, Aviva, Banque de Luxembourg, Bacardi, BankBoston, Banque Rotschild, becom Informatiesystemen, Boehringer Ingelheim, Bridgestone Firestone, BSCH, Capgemini, CelTel, Certegy, Coca-Cola, Carrefour, Dole Fresh Fruit, EDS, FootLocker, Fortis Bank Commercial Finance, Fritz Meyer, Genesis MetLife, Gucci, Henry Schein, ING, Lafarge, L'Oréal, Miele, Manpower, Nationale Nederlanden, Nike, Norge Gruppen, Pierre Fabre, Prada, Repsol YPF, Shell, Sligro, Stratapult, Telmex, Universal Music, and Zurich Insurance.

About Tango/04 VISUAL Message Center

VISUAL Message Center, Tango/04's suite of products for the management of IT infrastructure, provides a convenient technological foundation for the development of Business Service Management (BSM) strategies. Its advanced monitoring, automation, alert, visualization, reporting and auditing functions consolidate and simplify the management of multiple systems, applications, networks, devices and all the components of an organization's IT infrastructure. More information is available at <http://www.tango04.com/products/vmc>

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Note for editors

Tango/04 can provide you with additional information, images, photos, technical documents and free software activation codes for test purposes. Please contact Giancarlo Cammarota or Carlos Suárez at telephone number +34 93 274-0051 (Spain), or at email address marketing@tango04.net

More information about VISUAL Message Center: www.tango04.com/products/vmc

Tango/04 Website: www.tango04.com

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