



Reveille for Box

Technical Overview

2026

Reveille 

1 Reveille for Box Management Technical Overview

Reveille for Box provides broad coverage beyond traditional web monitoring options to deliver active monitoring of Box content management service levels and user activity. Reveille for Box gathers user operating performance, detects abnormal Box user behaviors or application access, better the Box user experience understanding, and provides granular intraday Box threshold-based metrics for real-time management decision making. The Reveille Cloud Collectors reside behind the corporate firewall to collect data on the Box experience – there is no need to expose Box access credentials to Reveille Software or a separate 3rd party management service or entity. Reveille quickly identifies possible Box service levels issues (where is the issue – the ISP, is it our network, is it our Box platform app?) and detects possible improper access (why do we have users from that geographic location, why are there so many logins being attempted in a short time, why does this user download so many files?). The Reveille server, which processes the Reveille Cloud Collector data, can reside either on premises or in the cloud. Reveille dashboards and reports can be saved directly to a Box folder with a click or as part of scheduled email distribution. Box Relay can then route the Box dashboard metrics for review and discussion.

As Box can be used in conjunction with other common Reveille supported CSP's (content services platforms) such as IBM, OpenText, Microsoft, etc., Reveille can uniquely provide an overall content performance and security view of the complete ECM/CSP environment – be it cloud based on on-premises ECM solutions. The Reveille platform offers AI machine learning (ML) algorithms to predict dynamic thresholds for reduced alerts from workload variations. The Reveille platform supports the model context protocol (MCP) for communication with AI assistants and AI agents.

Reveille for Box can be further extended using Reveille infrastructure wizards to provide additional visibility across related Box application integrations – be it database (SQL Wizard), REST based applications or WSDL based services, file movement (File Access wizard for UNC/FTP/SFTP directories), and server (PowerShell/WMI/Performance Counters for Windows) component testing capabilities. Any custom ASP.NET based component can be added to a Reveille monitor and leverage all Reveille core functionality.

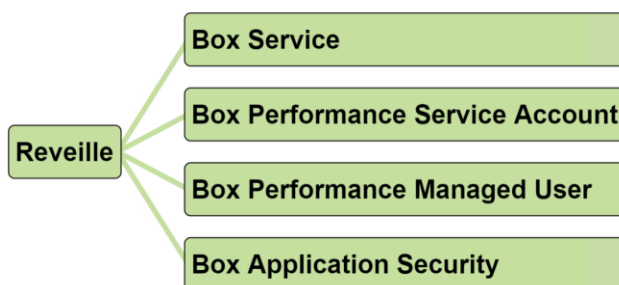


Figure 1: Example Box Monitor

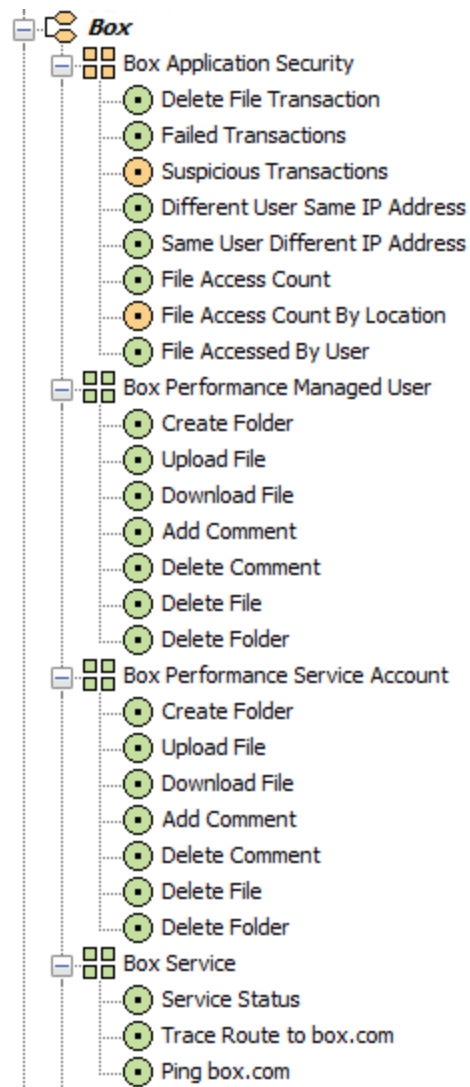


Figure 2: Example Box Monitor Tests

1.1 Box Monitor Test Details

1.1.1 Connectivity (Box.com is reachable)

- Check Box service status
- Check Box trace route path
- Check Box can be pinged

1.1.2 Platform (Box processing for a managed user – Box user experience)

- Create Folder
- Upload File
- Download File
- Add Comment
- Delete Comment
- Delete File
- Delete Folder

1.1.3 Platform (Box processing for a service user – Box app experience)

- Create Folder
- Upload File
- Download File
- Add Comment
- Delete Comment
- Delete File
- Delete Folder

1.1.4 Application Security (Box application security)

- Check Delete File Transactions
- Check Failed Transactions
- Check Suspicious Transactions
- Check Different User Same IP Address
- Check Same User Different IP Address

- Check File Access Count
- Check File Access Count By Location
- Check File Accessed By User

1.2 Reville Box Configuration

Reville for Box uses the Reville Cloud Collector to gather data from/to Box. Box data is collected either locally or remotely and saved in an xml file that is then used by a Reville monitor. If the data is collected remotely, then it is sent to the Reville Server through encrypted web services. The data is compressed and optionally encrypted during the transfer to the Reville server. The Reville Cloud Collector:

- Is a cloud friendly (no additional network ports to open for communicating with the Reville server)
- Uses a small footprint (single Windows service with no local database or app server)
- Reduces network latency and log file size impact (Collector located near or at desired location)
- Maintain and administer from Reville server (located in cloud or on-premises)

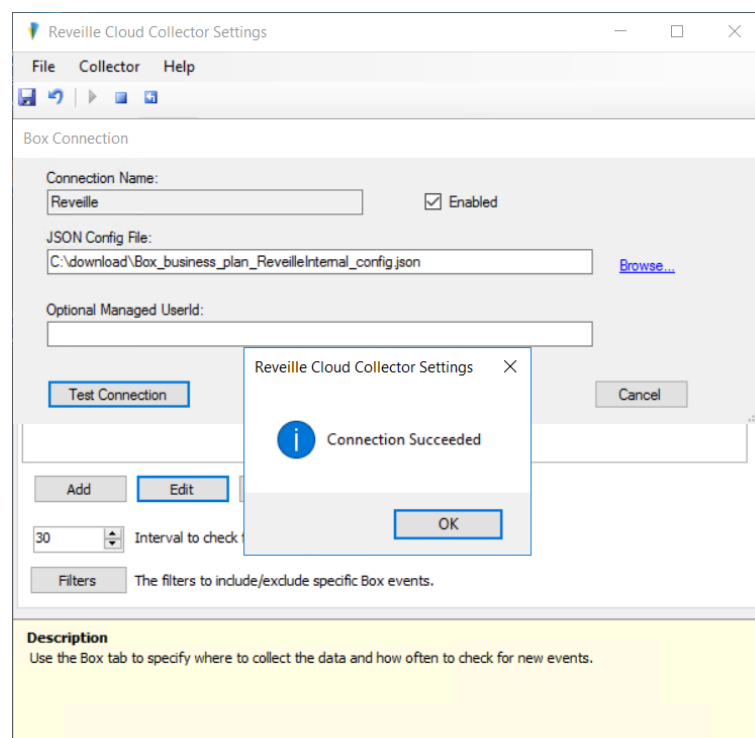


Figure 3: Cloud Collector setup

The Reveille Cloud Collector uses Box OAuth 2.0 with JWT (JSON Web Tokens) authentication flow. The Box developers console quickly can generate the required application config.json file. This file is unique for each Box enterprise. Next the Box Admin console is used to enable Reveille as a custom application. To enable this Box configuration setup requires either the Box Business Plus, Enterprise, or Enterprise Plus plan type.

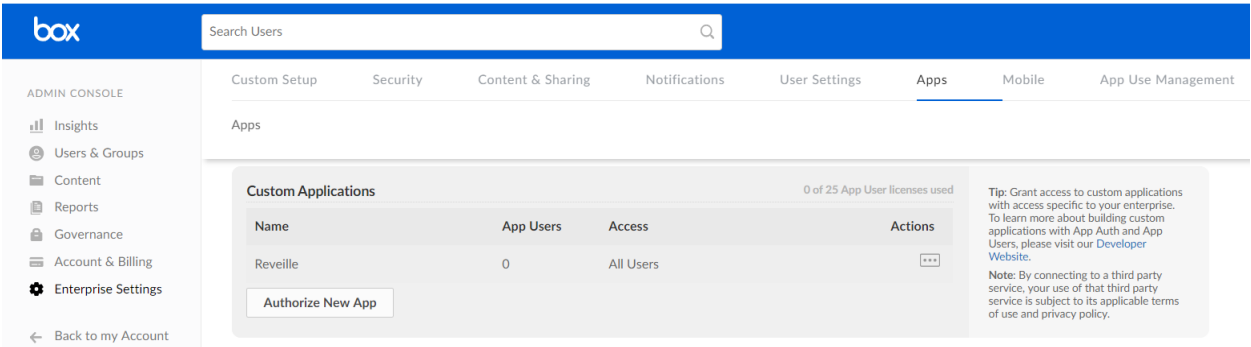


Figure 4: Enable Reveille via Box Admin Console

Additional configuration permits the conditional or automatic disabling of a Box user when possible suspicious user activity is detected by Reveille.

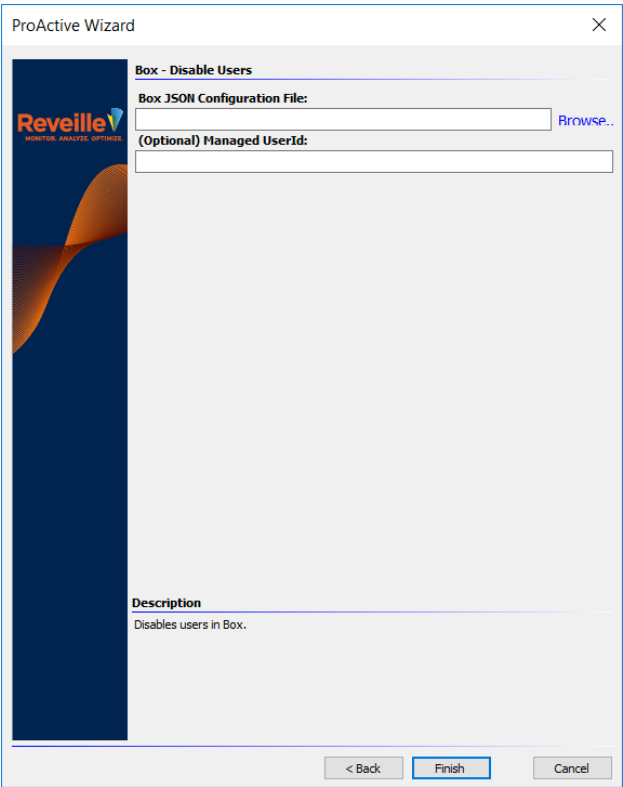


Figure 5: Example Box Disable User Actions Setup

1.3 Box Collector Status

Reveille continuously verifies the remote Reveille Cloud Collector system status and alerts if the Reveille Cloud Collector is not operating nor transferring information back to the Reveille server. Reveille Box Cloud Collectors gather Box user activity and suspicious behavior data, Box Platform Collectors verify Box content access performance and service levels. Reveille Collectors send data to the Reveille server for data processing, threshold analysis, metric analytics evaluation, and alert notification.

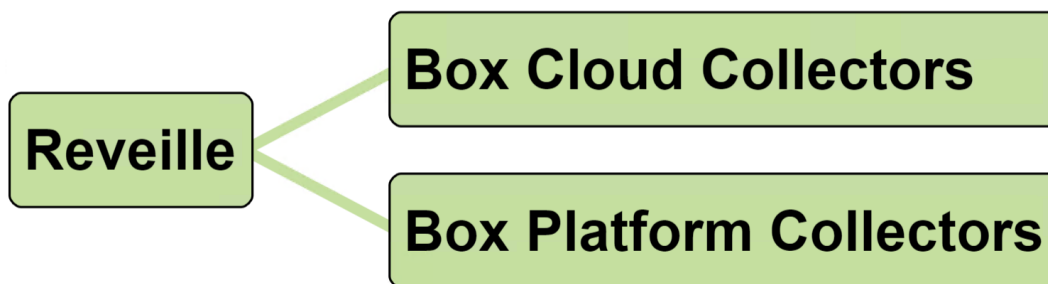


Figure 6: Example Box Collector Monitor

1.4 Box Groups

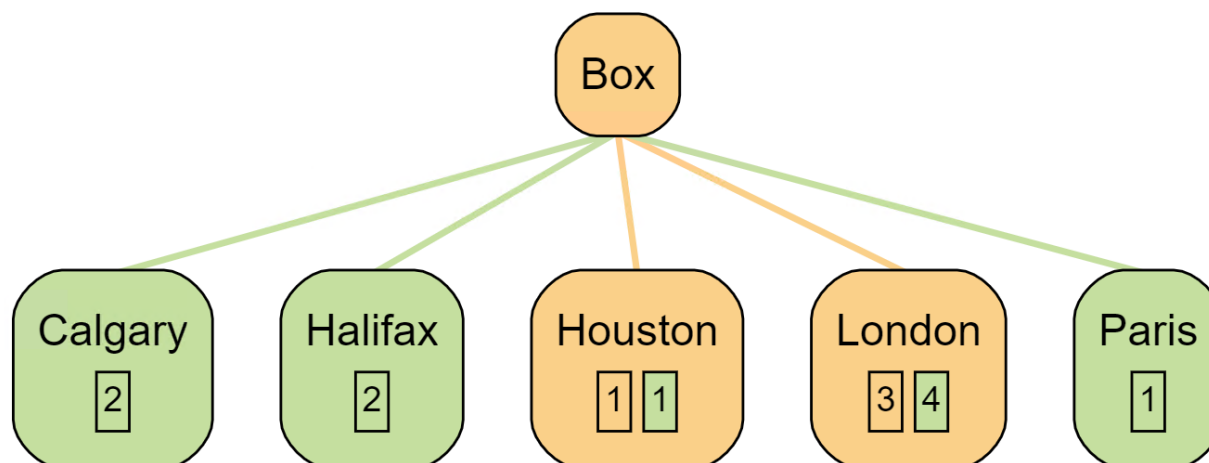


Figure 7: Example Box Groups

Reveille grouping provides a way to aggregate Reveille Monitors for Box into logical groups based upon user-defined criteria, such as geographic location, company, function, and so on. Each business view can then be secured at individual group levels using Windows Domain security. This feature enhances the communication of application status and service levels using relevant business semantics or terminology.

2 Box Dashboard Metrics

The dashboard metric capabilities expand Reveille's agentless application management into measurement of CSP operational key performance indicators (KPI's). The dashboard functionality includes the ability to track user activity and suspicious user activity within Box. Additional Box metrics can be defined and added based on customer requirements. For companies with business-critical content management applications, the dashboard metric capabilities allow:

- Tracking Box operating performance
- Tracking Box service levels from key locations
- Tracking Box user activity
- Tracking Box suspicious activity

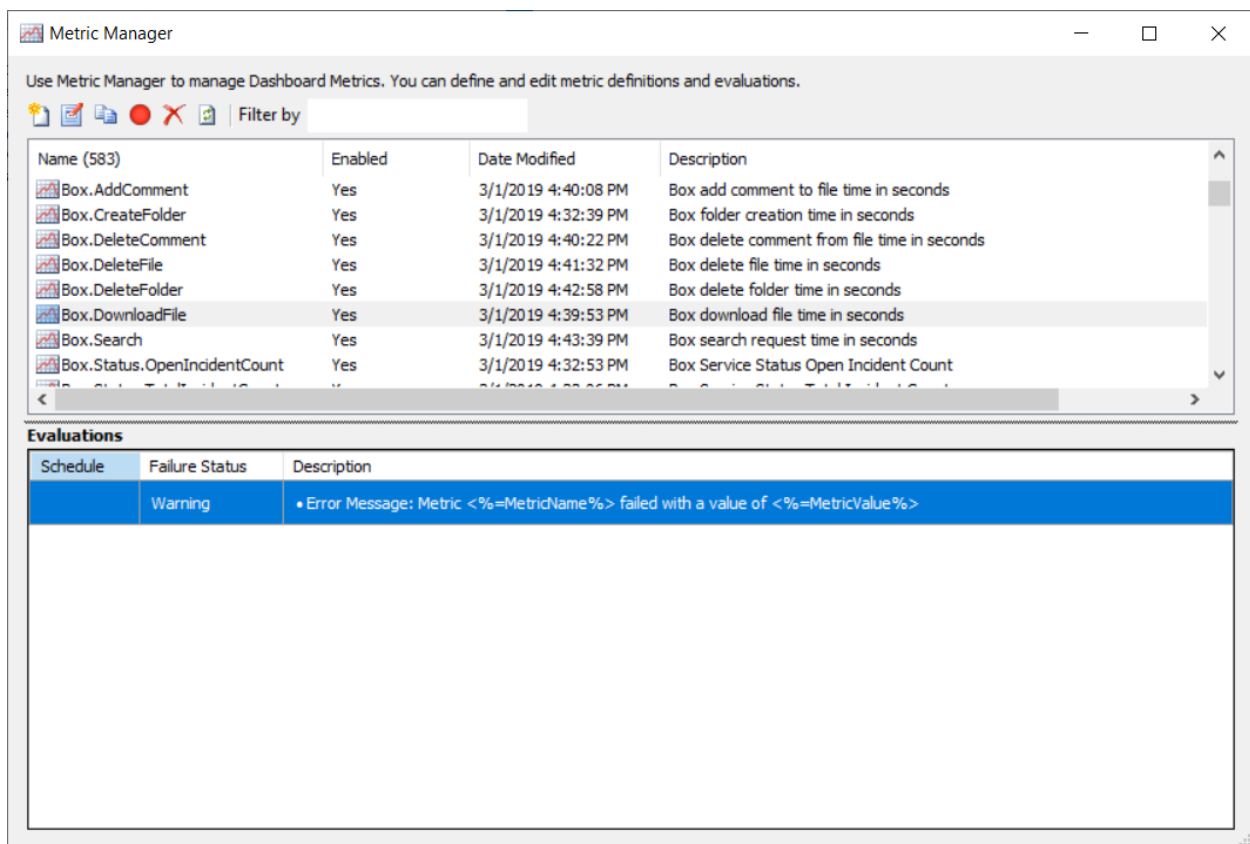


Figure 8: Reveille Metric Manager

2.1 Box Dashboard Examples

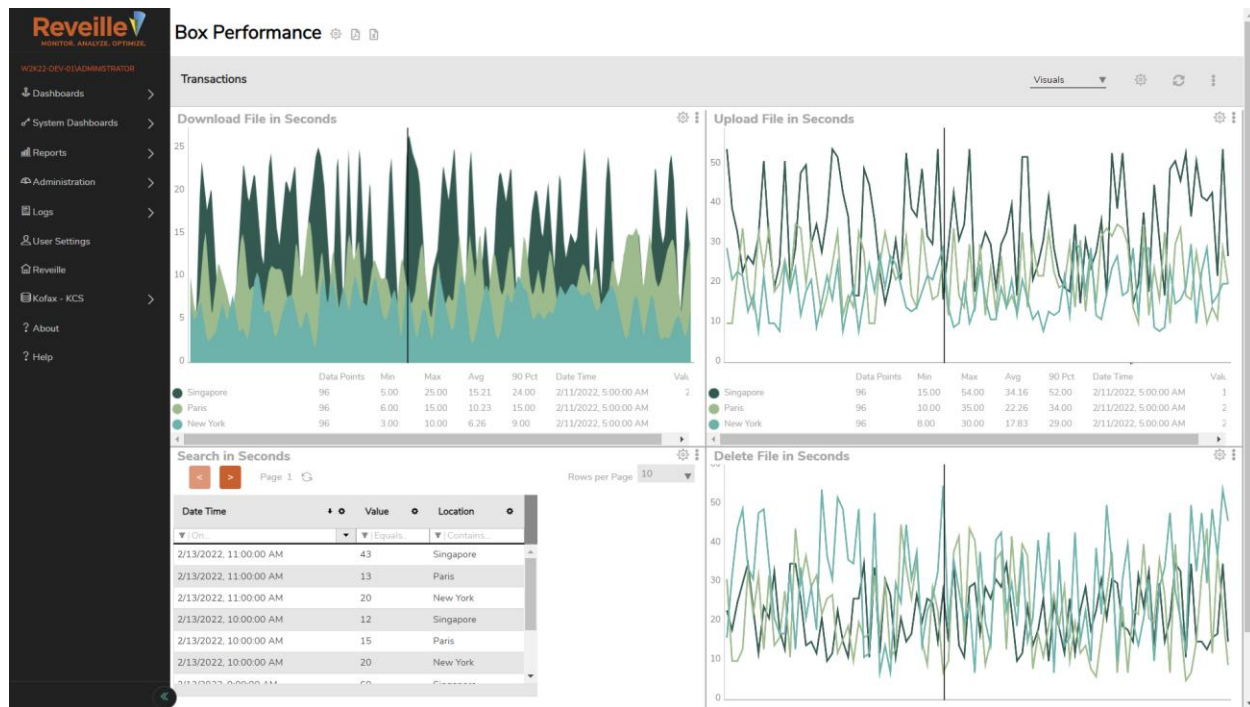


Figure 9: Box Performance Dashboard Example

Dashboard metric views can be created for multiple metric combinations. The above example shows a comparison of file transactions and search times for Box content from different geographic locations. This information is helpful for tracking Box operating performance. The next is an example of a Box user transaction activity dashboard.

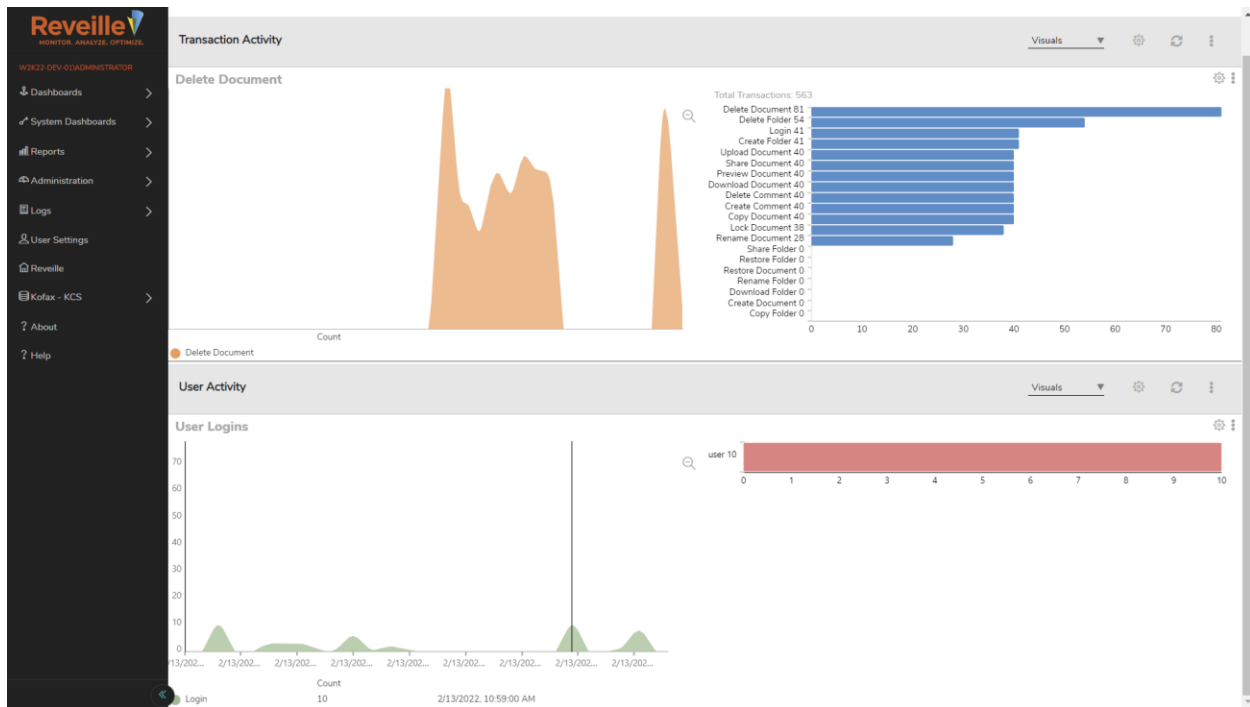


Figure 10: Box Transaction Dashboard Example

Dashboard data can be displayed in sortable row columns, exported as a spreadsheet xlsx format file , or saved as a PDF. All dashboard metric views can be scheduled for automatic creation and email distribution. The Reveille dashboards and reports can be saved directly to a Box folder with a simple click or as part of scheduled email distribution.

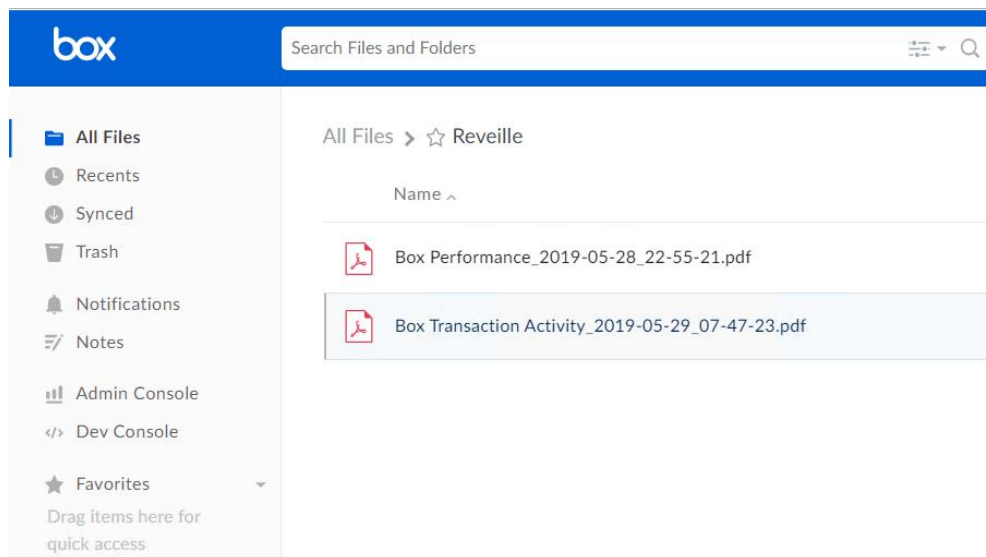


Figure 11: Save Dashboard to Box Example

The pre-packaged Box metrics enable the quick configuration of robust metric definitions using a wizard-based approach. By using wizards, metrics are easy to create, saving time and money. The out-of-the-box Box metrics comparisons include:

- Maximum or Minimum
- Numeric Range
- Percentage Change
- Average
- Dynamic Thresholds from Machine Learning Forecast
- Change in Value
- Number of Occurrences
- Last N Times
- Visual Basic (VB) .NET expressions

Once defined and initiated, the Box monitors will evaluate metric thresholds and send a notification if a threshold violation occurs. The evaluation results are stored in a metrics database and presented to users via online web reporting.

Metric - Box.DeleteFile

Metric Evaluations Values

Failure Status
Warning

Error Message
Metric <%=MetricName%> failed with a value of <%=MetricValue%>

☐ Schedule
☐ Attribute Filter
☐ Test Expression
☐ Test Min Value
☐ Test Max Value
☐ Test Dynamic Threshold Min Value
☐ Test Dynamic Threshold Max Value
☒ Test Average Value 0.000 0 minute(s)
☐ Test Change In Value
☐ Test Occurrences
☐ Test Last N times
☐ Test by Type

Test Dynamic Threshold Max Value
If set, the Evaluation will fail if the Metric value is greater than the dynamic threshold maximum value.

OK Cancel

Figure 11: Metric Evaluation Definition

3 Box User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding Box app's user activity and user behavior. Reveille gathers this information using patented collectors to provide the following:

- Continuously observe the actual based user experience from your Box investments.
- Communicate user activity and user adoption information through dashboards, reports and notification processes.
- Rapidly identify user response time service level issues.
- Detect suspicious or abnormal user behavior indicating a possible content access breach from insider threats.
- Reduce mean time to threat detection and time to respond with leading endpoint detection solution integration options such as Microsoft Defender for EndPoint.



Figure 12: Box Application Security Dashboard

Reveille

MONITOR. ANALYZE. OPTIMIZE.

W3C22 DEV/OPS ADMINISTRATION

System Dashboards

Applications

Application Details

Protocols

Reports

Logs

Administration

About

Help

Applications / Application Details

Transaction

Users

Source

Server IP

Client IP

Errors

Box

View: All

Time Span: Last 30 minutes

1 of 0

☒ All Transactions
 ☐ Copy Document
 ☐ Copy Folder
 ☐ Create Comment
 ☐ Create Document
 ☐ Create Folder
 ☐ Delete Comment
 ☐ Delete Document
 ☐ Delete Folder
 ☐ Download Document
 ☐ Download Folder
 ☐ Lock Document
 ☐ Login
 ☐ Preview Document
 ☐ Rename Document
 ☐ Rename Folder
 ☐ Restore Document
 ☐ Restore Folder
 ☐ Share Document
 ☐ Share Folder
 ☐ Upload Document

OK

Viewing Page 1

Start Time

2/13/2022 10:42:08.413

2/13/2022 10:42:00.667

2/13/2022 10:41:51.737

2/13/2022 10:41:49.247

2/13/2022 10:41:46.697

2/13/2022 10:41:41.880

2/13/2022 10:41:40.893

2/13/2022 10:41:39.017

2/13/2022 10:41:38.360

2/13/2022 10:41:36.750

Server IP

Transaction

Source

Custom Fields

Enterprise

Create Folder

folder

Folder: TestFolder
ParentFolder: All Files

Enterprise

Login

user

Name: ledwards

Enterprise

Login

user

Name: westes

Enterprise

Login

user

Name: sroberts

Enterprise

Login

user

Name: hjohnson

Enterprise

Delete Folder

folder

Folder: TestFolder
ParentFolder: All Files

Enterprise

Delete Folder

folder

Folder: TestFolder
ParentFolder: All Files

Enterprise

Delete Document

file

Document: Readme.txt
Folder: TestFolder

Enterprise

Delete Document

file

Document: Readme.txt
Folder: TestFolder

Enterprise

Delete Folder

folder

Folder: TestFolder
ParentFolder: All Files

Figure 13: Box User Activity Details

4 Common Reveille for Box Use Cases

How can we reduce the amount for manual observation / execution of manual checklists for monitoring Box content access from different locations?

- Eliminate Box application ‘babysitting’ – observing/tracking/communicating by help desk or DevOps teams.
- Reduce time for opening incidents after the fact ensuring incidents are historically tracked.

How can we know who accessed what document from what Box folder and when? How can we know when abnormal access has taken place?

- Reveille captures the actual Box user activity for an enterprise detailing who accessed what files during what time to assist with audit/compliance/capacity planning reviews and detecting abnormal security user access patterns.

How can we reduce the MTTR (Mean Time To Resolution) and ‘after the fact’ group problem determination meetings/conference calls?

- Reveille proactively communicates degrading conditions when they happen, reducing surprise impacts causing bridge calls that extend manual recovery workflows.

We need to collect of key troubleshooting data during the critical moments after an event is detected.

- Reveille collects information that is necessary for troubleshooting issues that is often challenging to obtain manually after the fact.

How can we objectively measure how the Box application environment is performing? How can we have a baseline?

- Reveille reports are created that answer questions like: How did we do today? This week or month? How are our KPI’s? Examples:
 - Dashboard metrics – Box content activity
 - Dashboard metrics – Box content performance
 - Dashboard metrics – Box suspicious user behavior

How can we implement quickly and leverage best practice monitoring?

- Reveille has a large amount of “out of the box” components for Box
- Reveille’s Box monitor template jumpstarts monitor creation
- The Reveille implementation team has deep content services experience

How can we plan our Box license needs to handle user growth?

- Reveille dashboard metrics gather baselines of Box operating performance
- Reveille User Analytics objectively understands Box user transaction volumes, ‘hot’ content, download activity, and content access patterns

We need to spend more time on new application delivery and less time on production support in a constrained resource environment.

- The Reveille solution decreases the amount of time spent supporting Box applications by:
 - Customers typically see a reduced number of support tickets for ECM applications
 - Customers typically see shortened MTTR for remaining, legitimate application issues
 - Coordination with support resources is greatly enhanced

We need a Box application monitoring tool that does not require us learning each ECM/CSP API set, heavy customer ‘integration’ and maintenance, and keeps pace with our ECM/CSP platform advances.

- Reveille also works ‘out of the box’ with many ECM/CSP’s such as IBM FileNet P8, IBM CMOD Multiplatforms, IBM Datacap, OpenText Documentum, OpenText Intelligent Capture, Kofax, Microsoft SharePoint, and maintains currency with Box SDK interfaces
- Reveille Software primary focus is content systems application management, user analytics, and detecting content access breaches

5 Summary

Reveille for Box, in conjunction with other Reveille CSP focused tests, deliver unmatched, comprehensive monitors to track, diagnose, repair, and report the complete CSP operational environment – with Box specific metrics and user behavior visibility. Reveille’s agentless approach provides controlled capabilities beyond other agent-based techniques focused just on transaction segment response time. By adding Reveille User Analytics functionality to extend the Reveille platform core, Reveille delivers monitoring of Box user activity to detect suspicious content access. Reveille for Box integrates with existing ITOM platforms (such as Splunk) and incident management systems (such as ServiceNow) to extend your existing IT investments.



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