



Reveille for Hyland Alfresco

Technical Overview

2026

Reveille 

1 Reville for Hyland Alfresco® Technical Overview

Reville integrates with Hyland Alfresco 7 and above for Community and Enterprise editions to provide a real-time dashboard that actively displays the health of the user experience and application processes. Reville for Hyland Alfresco monitors each key component to proactively diagnose and optionally repair the cause of a problem. This continuous monitoring leads to an excellent end-user experience and a smoother operation of the business process supported by the Alfresco implementation. Reville supports on-premises and cloud operating Hyland Alfresco environments. The Reville platform offers AI machine learning (ML) algorithms to predict dynamic thresholds for reduced alerts from workload variations. The Reville platform supports the model context protocol (MCP) for communication with AI assistants and AI agents.

As the only agentless monitoring and user analytics system to integrate with Alfresco, Reville for Hyland Alfresco comes pre-configured with over 35 Alfresco-specific tests and over 45 Alfresco dashboard metrics. These delivered tests are “application-aware,” meaning they are focused on areas of Alfresco known to need application monitoring and are designed to aid in the building of monitors for Alfresco very rapidly. Reville for Hyland Alfresco creates monitor probes using a templated approach to build a working Alfresco monitor in very short order. This baseline monitor can be extended using wizards leveraging tests from a pre-configured test library.

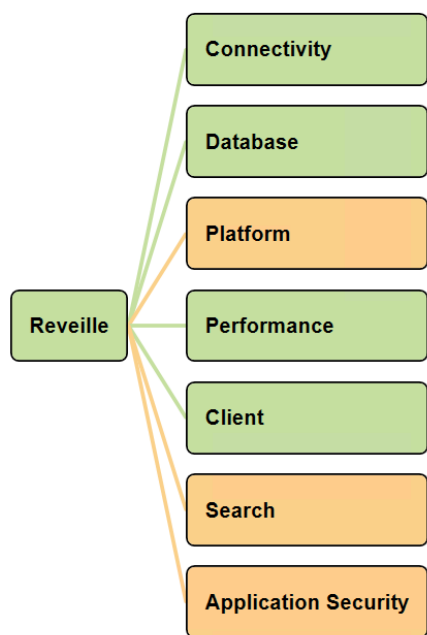


Figure 1: Hyland Alfresco Monitor

The information that follows provides further detail for each these test categories. As with all “tests” in Reville for Hyland Alfresco, the tests may be combined with other tests and resources to build comprehensive monitoring schemes for the most demanding Alfresco implementations.

Reville for Hyland Alfresco not only observes the Alfresco environment, but also can be expanded to manage the extended business application built around the Alfresco implementation. This includes the ability to monitor partner REST API or web services applications, and the ability to monitor business application interfaces. Where Alfresco is integrated to business applications via direct database interaction, loosely coupled file movement, or REST services, Reville provides a complete service level view of the entire business process. Reville for Hyland Alfresco also includes a full suite of infrastructure wizards to rapidly create application monitors for key integration points and application dependencies.

2 The Hyland Alfresco Test Suite

Connectivity

- Check Alfresco Database Server Connectivity
- Check Alfresco Content Server Connectivity
- Check Alfresco Search Server Connectivity
- Check Alfresco Transform Server Connectivity

Platform

- Check Alfresco Welcome Page
- Check Alfresco System Ready Probe
- Check Alfresco System Live Probe

- Check Alfresco System Version
- Check Alfresco Site List
- Check Alfresco Site Availability
- Check Alfresco Pending Site Membership Requests
- Check Alfresco Group List
- Check Alfresco People List
- Check Alfresco Audit Entries
- Check Alfresco Content Services Thread Activity
- Check Alfresco Content Services Thread Health
- Check Alfresco Server Free Space

Database

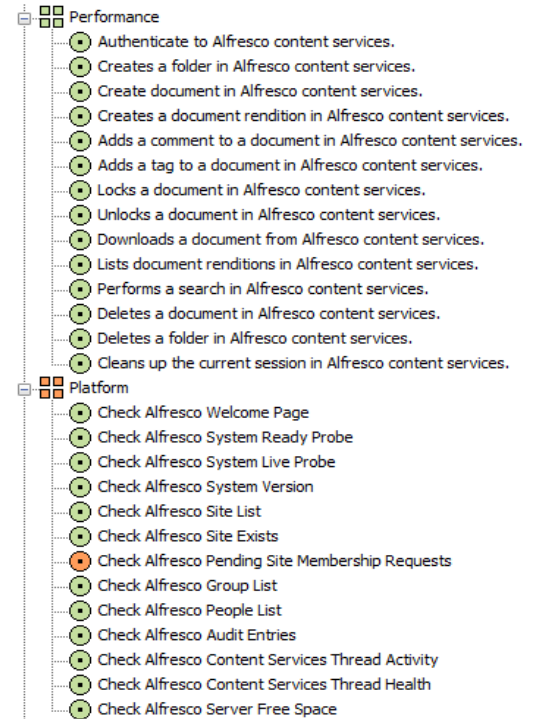


Figure 2: Hyland Alfresco Monitor Test Snippet

- Check PostgreSQL Service
- Check Alfresco PostgreSQL Database
- Check Alfresco PostgreSQL Database Size
- Check Alfresco PostgreSQL Database Deadlocks

Client Performance

- Check Alfresco Web Client Login, Search, Retrieve existing document, and Logout

Content Services

- Authenticate to Alfresco content services
- Create a folder in Alfresco content services
- Create document in Alfresco content services
- Creates a document rendition in Alfresco content services
- Add a comment to a document in Alfresco content services
- Add a tag to a document in Alfresco content services
- Lock a document in Alfresco content services
- Unlock a document in Alfresco content services
- Download a document from Alfresco content services
- List document renditions in Alfresco content services
- Perform a search in Alfresco content services
- Delete a document in Alfresco content services
- Delete a folder in Alfresco content services
- Remove session from Alfresco content services

Search

- Check Alfresco Search System Health
- Check Alfresco Search Core Health
- Check Alfresco Search Thread Health and Metrics

Security

- Check Failed Transactions for Alfresco Web Client
- Check Documents Access Count for Alfresco Web Client
- Check Same User Different IP for Alfresco Web Client
- Check Suspicious Transactions for Alfresco Web Client

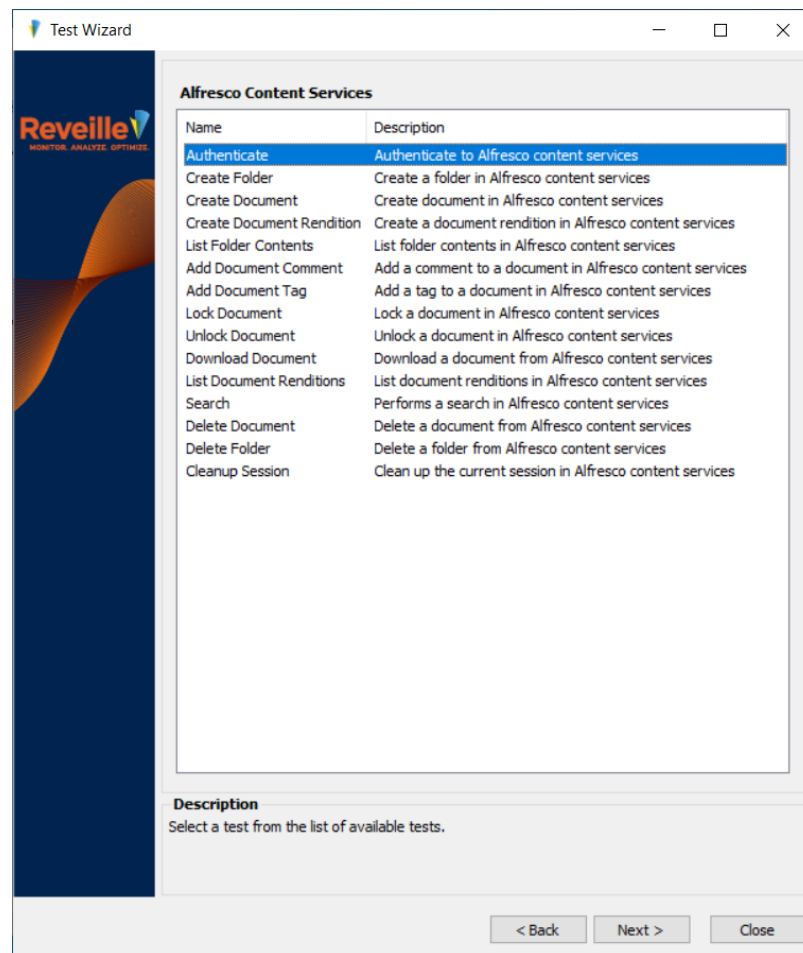


Figure 3: Hyland Alfresco Test Wizard

3 Hyland Alfresco Metrics

The dashboard metric capabilities expand Reveille's agentless application monitoring into measurement of ECM operational key performance indicators (KPI's). Reveille monitors can gather Alfresco KPI's for display and reporting in Alfresco dashboards. The dashboard functionality includes the ability to track site and server exception thresholds exposing high risk areas such as service delivery attainment, operational efficiency, and compliance issues with Alfresco. Additional metrics can be defined and added based on customer requirements. For companies with business-critical content management applications, example dashboard metric capabilities include:

- Tracking of Alfresco Server Operating Health
- Tracking of Alfresco Search Services Operating Health
- Tracking of Alfresco Content Services Performance
- Tracking of Alfresco Platform Operating Health
- Tracking of Alfresco Web Client Performance
- Tracking of Alfresco Web Client User Activity

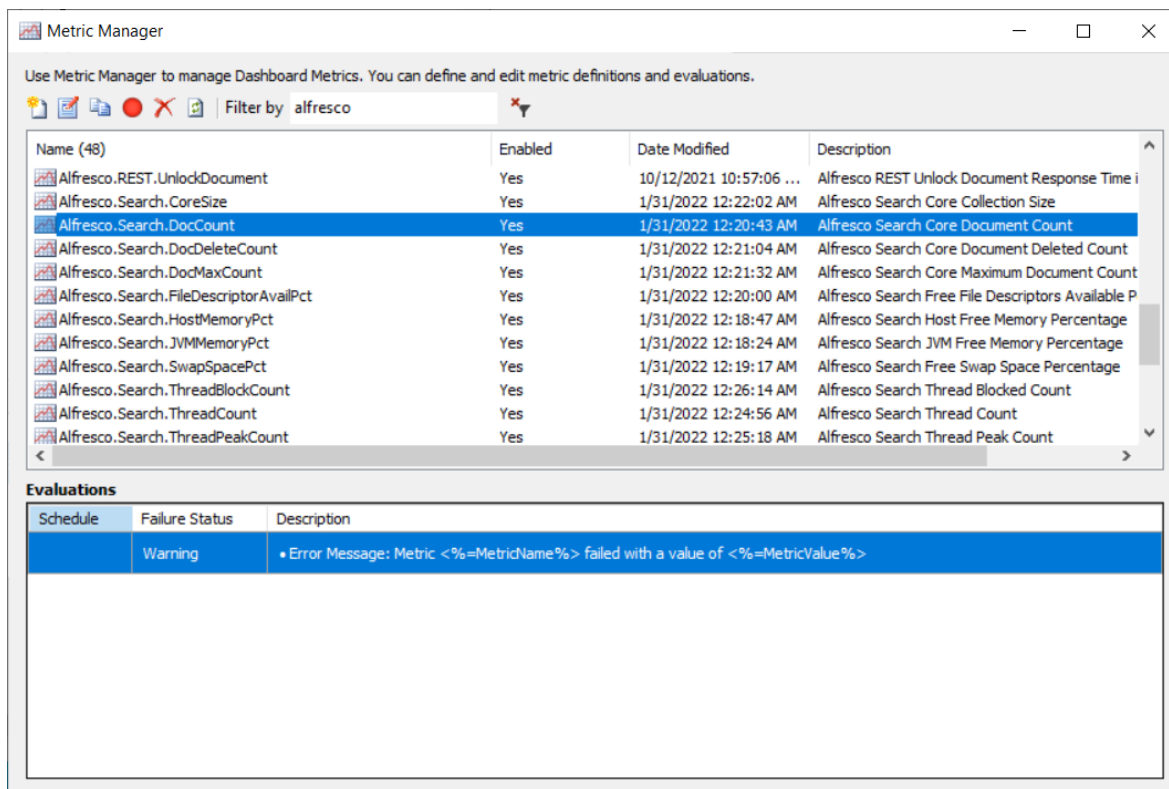


Figure 4: Hyland Alfresco Dashboard Metric Manager

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

- Maximum or Minimum
- Numeric Range
- Percentage Change
- Average
- Dynamic Thresholds from Machine Learning Forecast
- Number of Occurrences
- Last N Times
- .NET expressions

Once defined and initiated, the Alfresco 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 dashboards and reporting.

Metric - Alfresco.Search.DocCount

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

Use Global Percentage ☒ Allow Percentage Above 0

Test Average Value
If set, the Evaluation will fail if the average Metric values over the specified time range is greater than the specified average value.

OK Cancel

Figure 5: Hyland Alfresco Metric Evaluation Definition

3.1 Hyland Alfresco Dashboards

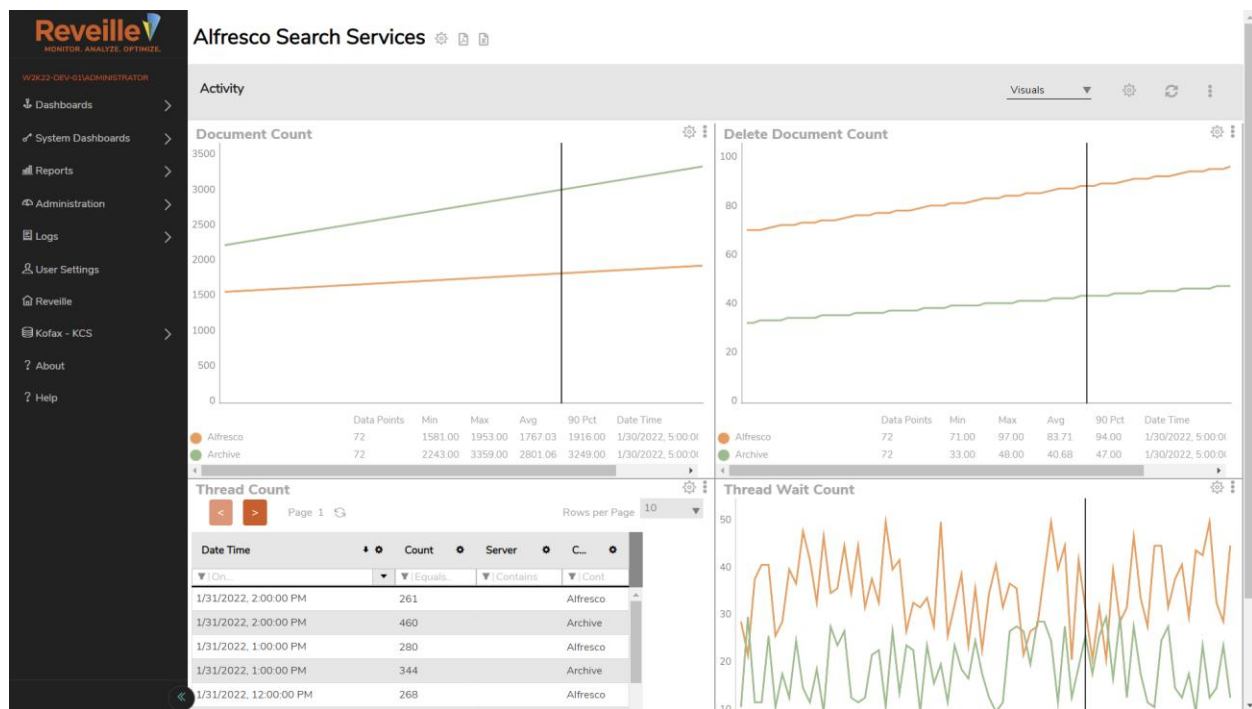


Figure 6: Hyland Alfresco Search Services Dashboard

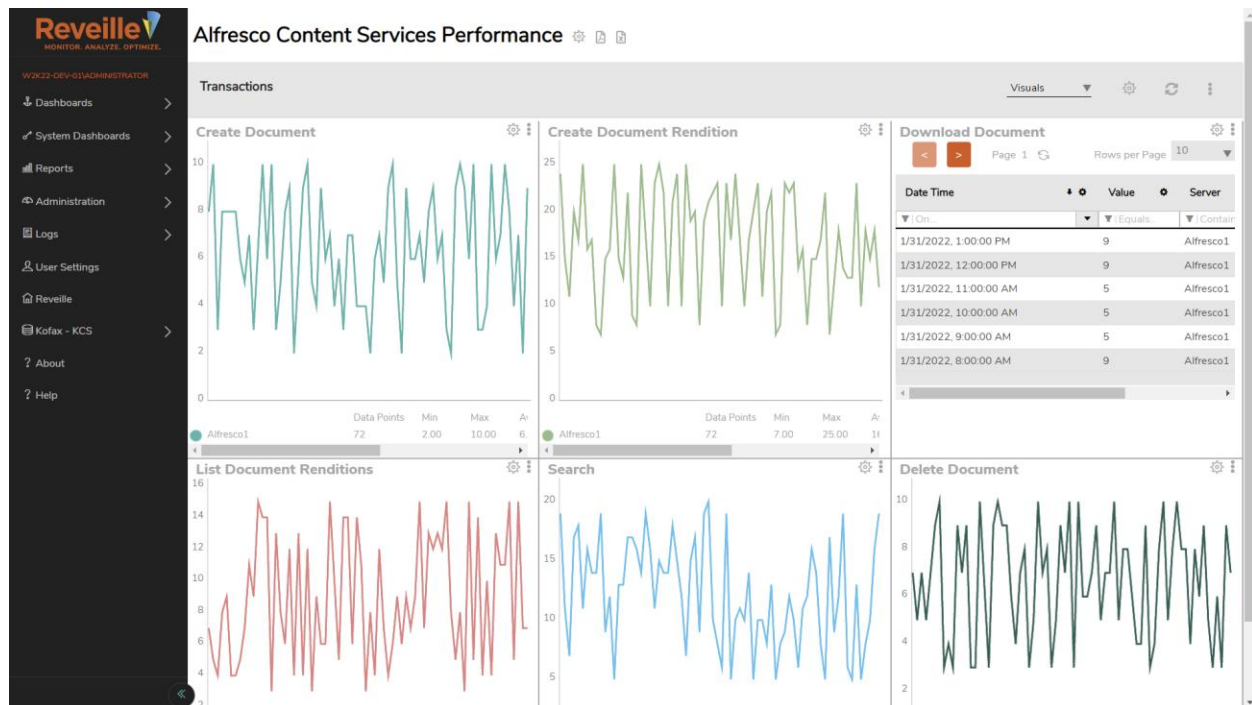


Figure 7: Hyland Content Services Performance Dashboard

Dashboard metrics view can be created for multiple metric combinations. The above example dashboard view shows Alfresco Capture Operations trends and Unity based Client performance for different Alfresco servers. This management and administration level information is helpful for actively understanding the health and performance of Alfresco environments.

4 Hyland Alfresco User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding Hyland Alfresco Web and REST based applications user activity and user behavior. Reveille gathers this information using patented collectors to provide the following:

- Continuously observe the actual based user experience.
- 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 potential content access breach from insider threats.
- Reduce mean time to threat detection and time to respond with endpoint detection solution integration such as Microsoft Defender for Endpoint.



Figure 8: Hyland Alfresco Application Security Dashboard

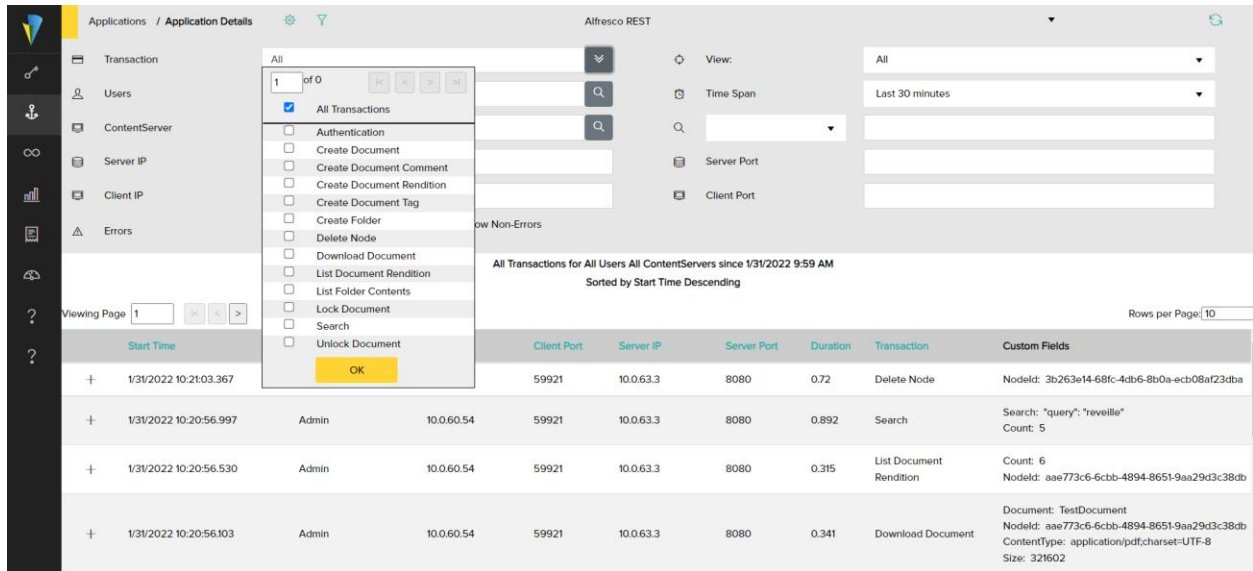


Figure 9: Hyland Alfresco REST Application User Activity Details

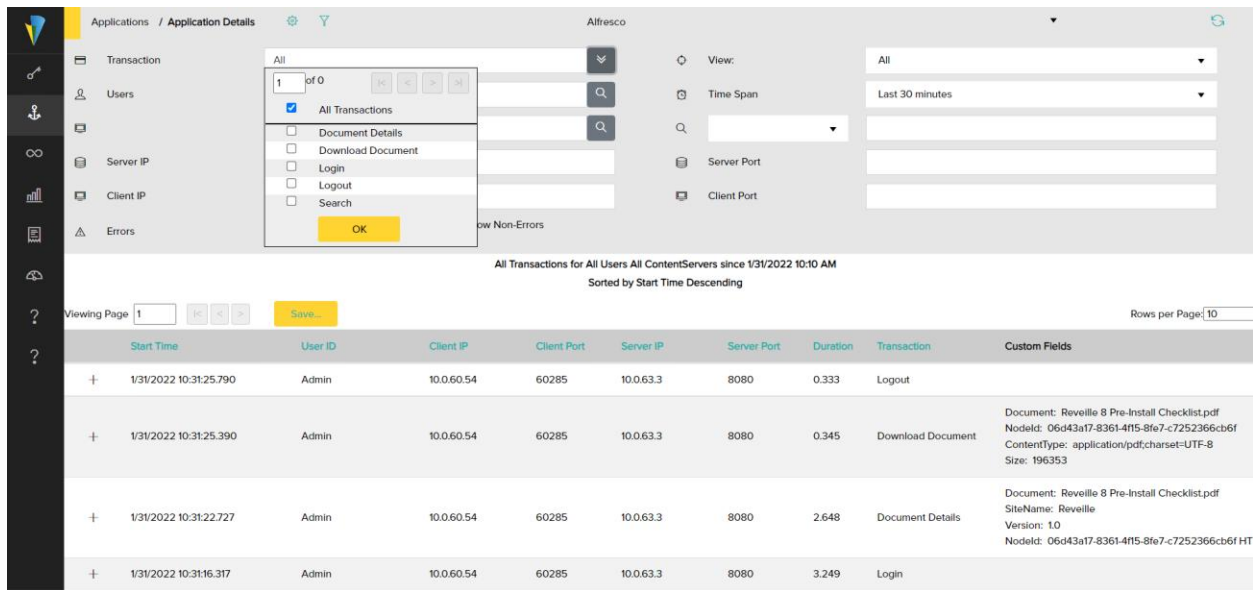


Figure 10: Hyland Alfresco Web Client Application User Activity Details

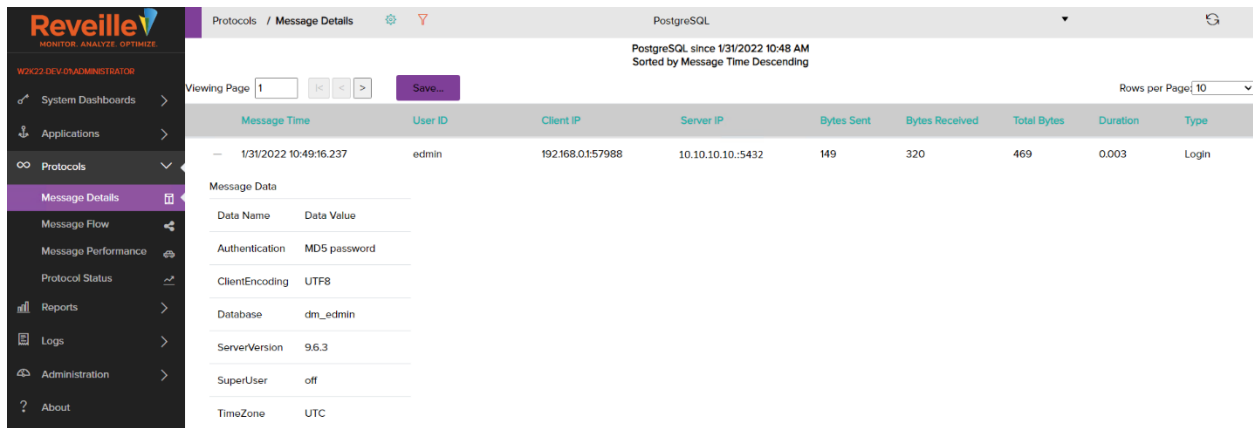


Figure 11: Hyland Alfresco PostgreSQL Database Message Activity

5 Common Reveille for Hyland Alfresco Use Cases

How can we reduce the amount for manual observation / execution of manual checklists for monitoring Alfresco?

- Eliminate Alfresco application ‘babysitting’ – observing/tracking/communicating.
- Reduce time for opening incidents with help desk after the fact so incidents are historically tracked.

How can we know who accessed what document from what Alfresco content services repository and when? How can we know when abnormal access has taken place?

- Reveille captures the actual user activity of who accessed what document during what time to assist with audit/compliance/capacity planning reviews and detecting abnormal security user access patterns.

How can we reduce the TTR (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 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 by different IT teams.

How can we objectively measure how the Alfresco 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 – Search Services Operating Health
 - Dashboard metrics – Content Services Performance
 - Dashboard metrics – Web Client Activity
 - Dashboard metrics – Application Security

How can we implement quickly and leverage best practice monitoring?

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

How can we understand Alfresco REST based applications are performing and app adoption?

- Reveille dashboard metrics gather baselines of Alfresco REST app operating performance
- Reveille User Analytics objectively understands Alfresco REST based applications user transaction volumes, search hit counts, ‘hot’ content, query activity, and response times

How can we plan capacity needs to handle user growth?

- Reveille dashboard metrics gather baselines of Alfresco operating performance
- Reveille User Analytics objectively understands Alfresco user transaction volumes, search hit counts, ‘hot’ content, query activity, and response times

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

- Reveille decreases the amount of time spent supporting the Alfresco as:
 - Customers typically see a reduced number of support tickets for Alfresco
 - Customers typically see shortened TTR for remaining, legitimate application issues
 - Coordination with Hyland’s support resources is enhanced

We need an Alfresco specific application monitoring tool that does not require relearning of Alfresco interfaces, custom ‘integration’ and maintenance, and keeps pace with Alfresco content services advances.

- Reveille also works ‘out of the box’ with Hyland OnBase, Microsoft SharePoint and SharePoint Online/OneDrive, operates in Amazon Web Services, Azure, and Google Cloud Platform Environments, and maintains currency with supported ECM products
- Reveille Software primary focus is content services platform (CSP) or ECM performance management, user analytics, and detecting content access breaches

6 Summary

Reveille for Alfresco, in conjunction with other Reveille infrastructure wizard tests, deliver unmatched, comprehensive monitors to track, diagnose, repair, and report the Alfresco-specific operational exceptions – with Alfresco 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 server core, Reveille delivers complete monitoring of the Alfresco user activity (at the Alfresco application transaction level) and of the Alfresco platform. Reveille for Alfresco 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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