



Reveille for Hyland RPA

Technical Overview

2026

Reveille 

1 Reveille for Hyland RPA Technical Overview

Reveille for Hyland RPA provides agentless application management testing and monitoring capabilities to ensure the continued health and productivity of the Hyland RPA platform operating on-premises or in the cloud. The Hyland RPA solution provides over 50 pre-built, out-of-the-box tests that exercise the critical points of the Hyland RPA platform, ensuring peak RPA workflow processing availability. This eliminates the inconsistent manual dashboard observation of your RPA platform health. Over 50 RPA dashboard metrics are included as key performance indicators (KPIs) that can be tracked over time to provide an at-a-glance view of historical RPA system operating performance such as RPA robot operating health, RPA platform service levels, RPA license status, RPA operating KPI's, and RPA management console user activity. This broad coverage delivers active and preventive monitoring to avoid red level issues for Hyland RPA environments, improve robot process visibility, and provide granular intraday Hyland RPA threshold-based metrics for real-time management decision making. Reveille conditionally triggers proactive capabilities to reduce RPA processing bottlenecks, redrive repository connections, and can execute PowerShell based recovery scripts to restart RPA required services.

The Reveille for Hyland RPA includes the ability to actively monitor the Hyland RPA target applications such as web apps, mainframe apps, databases, etc. are available and responsive before robot execution and reducing process workflow error recovery needs. Agentless monitoring can be extended using Reveille infrastructure wizards for additional database, REST or web services based applications, file movement, docker, and server (PowerShell) component testing capabilities. Reveille has over 20+ connectors available to share the Reveille gathered information across the enterprise with common SIEM's (such as Splunk) and event/incident management (ServiceNow) using over Reveille 140 REST endpoints.

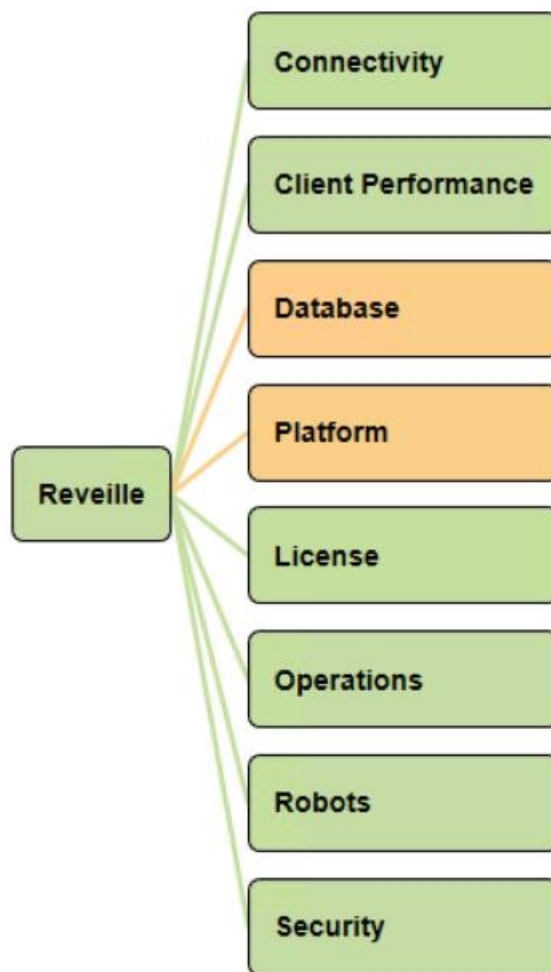


Figure 1: Hyland RPA Monitor

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 Hyland RPA also supports the following Hyland products:

- Hyland Brainware Capture
- Hyland OnBase
- Hyland Alfresco

This Hyland suite coverage provides a full single view of your Hyland environment and the related applications with Reveille as the key management component for a digital based business process solution. Reveille, with its agentless design, can rapidly provide the overall visibility, management, and active security for the Hyland platform and related ECM products.

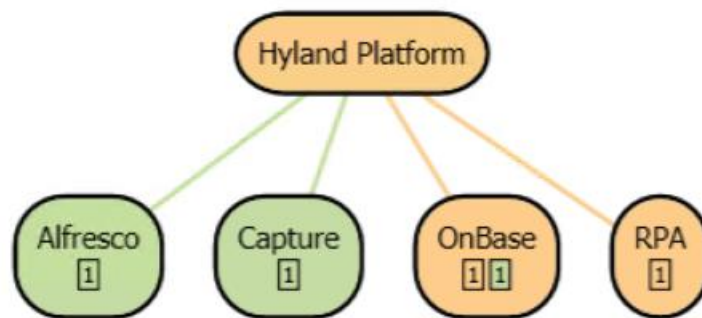


Figure 2: Hyland Platform Group View

1.1 Hyland RPA 'Out of the Box' Component Test Coverage

1.1.1 Connectivity (RPA platform machines available)

- Check connectivity of RPA Web server
- Check connectivity of RPA Database server

1.1.2 Database (RPA database available)

- Check RPA SQL Server Services
- Check RPA Heart Database
- Check RPA Heart Database Size
- Check RPA Identity Database
- Check RPA Identity Database Size
- Check RPA Policy Database
- Check RPA Policy Database Size
- Check RPA Repository Database
- Check RPA Repository Database Size
- Check RPA Database Backup
- Check RPA Database Deadlocks/sec
- Check RPA Database Memory
- Check RPA Database Batch Requests

1.1.3 Platform (RPA platform can process work)

- Check RPA Conductor Service
- Check RPA Conductor Log File
- Check Windows Event Log for RPA Conductor events
- Check RPA Heart Log File
- Check RPA Identity Log File
- Check RPA Policy Log File
- Check RPA Repository Log File
- Check RPA OpenID Connect Discovery Endpoint

- Check RPA Identity Web Status
- Check RPA Heart Web Status
- Check RPA Analytics Web Status
- Check RPA Policy Web Status
- Check RPA Repository Web Status
- Check RPA Access Personal Token
- Check Heart and Identity Application Pool Memory Usage
- Check RPA Server Free Space
- Check RPA Server Memory
- Check RPA Server CPU Utilization

1.1.4 Operations (RPA server operating health)

- Check Agents
- Check Instances
- Check Tasks Status
- Check Tasks Finished by Process
- Check Process Success Rate
- Check Process Status
- Check Task Creation

1.1.5 Clients (RPA clients availability)

- Check RPA Identity Login
- Check RPA Administration Login
- Check RPA Web Manager Login

1.1.6 Licensing (RPA licensing status)

- Check RPA License Status

1.1.7 Robots (RPA robot processing)

- Check Robot Task Average Run Time
- Check Robot Task Automation Time

- Check Create Robot Task
- Check Robot Status Task
- Check Delete Robot Task

1.1.8 Security (RPA Management Console user activity)

- Check Failed Transactions for RPA Management Console
- Check Unusual Transaction Activity for RPA Management Console
- Check Suspicious Transactions for RPA Management Console

2 Hyland RPA Dashboard Metrics

The dashboard metric capabilities expand Reveille's agentless application monitoring into measurement of operational key performance indicators (KPI's). Reveille monitors can gather Hyland RPA KPI's for display and reporting in Hyland RPA 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 Hyland RPA. Additional metrics can be defined and added based on your requirements.

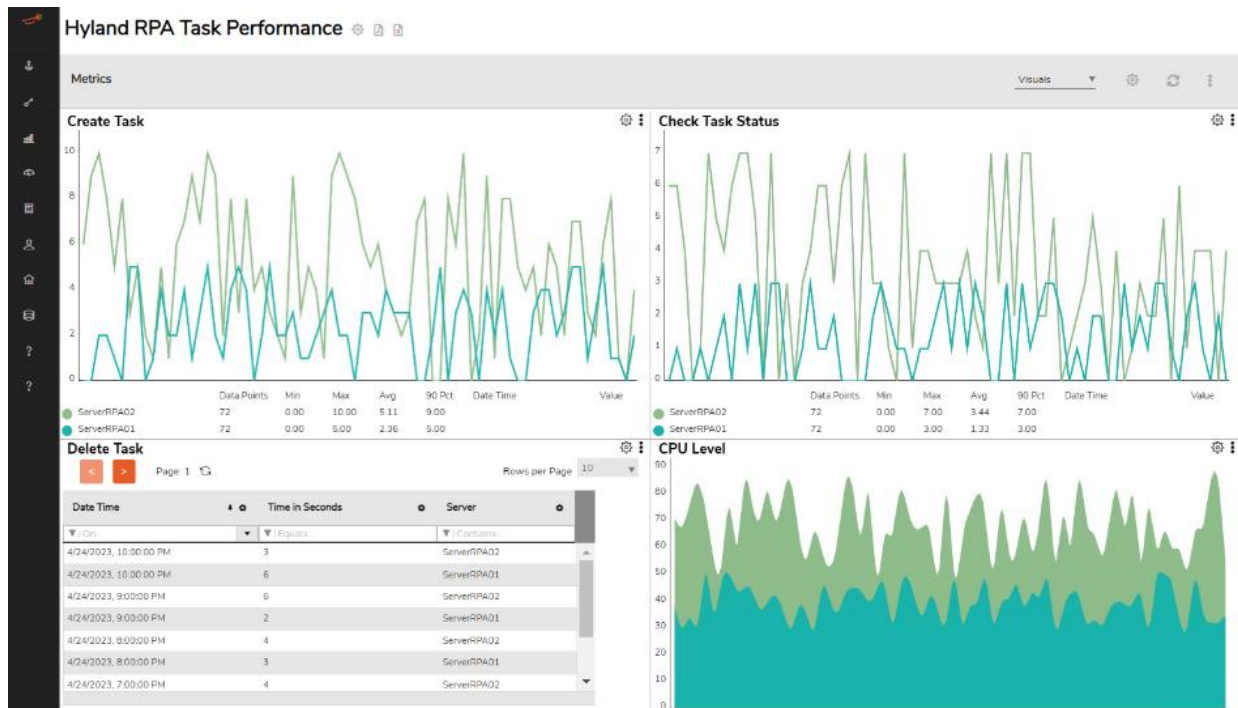


Figure 3: Hyland RPA Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example shows Hyland RPA robot task performance compared with the RPA server resource consumption. This information is helpful for understanding Hyland RPA system operations and capacity.

Metrics are included for:

- Tracking of Hyland RPA processing activity
- Tracking of Hyland RPA robot task performance
- Tracking of Hyland RPA server performance
- Tracking of Hyland RPA database health
- Tracking of Hyland RPA management console suspicious activity

The pre-packaged Hyland RPA metrics enable the quick configuration of robust metric definitions using a wizard-based approach.

Name (52)	Enabled	Date Modified	Description
Hyland.RPA.Agent.ActiveCount	Yes	4/19/2023 9:50:01 PM	Hyland RPA Agent Active Agent Count
Hyland.RPA.Agent.PercentCount	Yes	4/19/2023 9:53:09 PM	Hyland RPA Active Agent Percentage
Hyland.RPA.Agent.TotalCount	Yes	4/19/2023 9:49:37 PM	Hyland RPA Agent Total Agent Count
Hyland.RPA.AppPool.Heart.Memory	Yes	4/19/2023 10:14:56 PM	Hyland RPA Heart App Pool Memory
Hyland.RPA.AppPool.Identity.Memory	Yes	4/19/2023 10:14:29 PM	Hyland RPA Identity App Pool Memory
Hyland.RPA.Check.Task	Yes	4/19/2023 10:06:59 PM	Hyland RPA Check Task in seconds
Hyland.RPA.Conductor.LogErrorCount	Yes	4/19/2023 10:40:21 PM	Hyland RPA Conductor Log Error Count
Hyland.RPA.Create.Task	Yes	4/19/2023 10:06:28 PM	Hyland RPA Create Task in seconds
Hyland.RPA.Delete.Task	Yes	4/19/2023 10:07:20 PM	Hyland RPA Delete Task in seconds
Hyland.RPA.Heart.LogErrorCount	Yes	4/19/2023 10:40:51 PM	Hyland RPA Heart Log Error Count
Hyland.RPA.HeartDatabase.Size	Yes	4/19/2023 10:22:40 PM	Hyland RPA Heart Database Size in MB
Hyland.RPA.Identity.LogErrorCount	Yes	4/24/2023 5:06:30 PM	Hyland RPA Identity Log Error Count
Hyland.RPA.Identity.Login	Yes	4/19/2023 9:45:47 PM	Hyland RPA Identity Login in seconds

Schedule	Failure Status	Description
	Warning	• Error Message: Metric <%=MetricName%> failed with a value of <%=MetricValue%>

Figure 4: Reville Metric Manager

The metrics are easy to create thus saving time and money. The out-of-the-box metrics comparisons include:

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

Once defined and initiated, the Hyland 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 - Hyland.RPA.Create.Task

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
☒ Use Global Percentage Allow Percentage Above 0
☒ Test Average Value 0.000 0 minute(s)
☐ Test Change In Value
☐ Test Occurrences
☐ Test Last N Times

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 6: Metric Evaluation Definition

3 Hyland RPA User Analytics

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

- Continuously observe the actual based user RPA management console experience.
- Rapidly identify RPA management console user response time service level issues.
- Detect suspicious or abnormal user behavior indicating a possible RPA Administration system access breach from insider threats.
- Detect, respond, and contain RPA system administration intrusions with leading endpoint detection solution integration options such as Microsoft Defender for EndPoint.

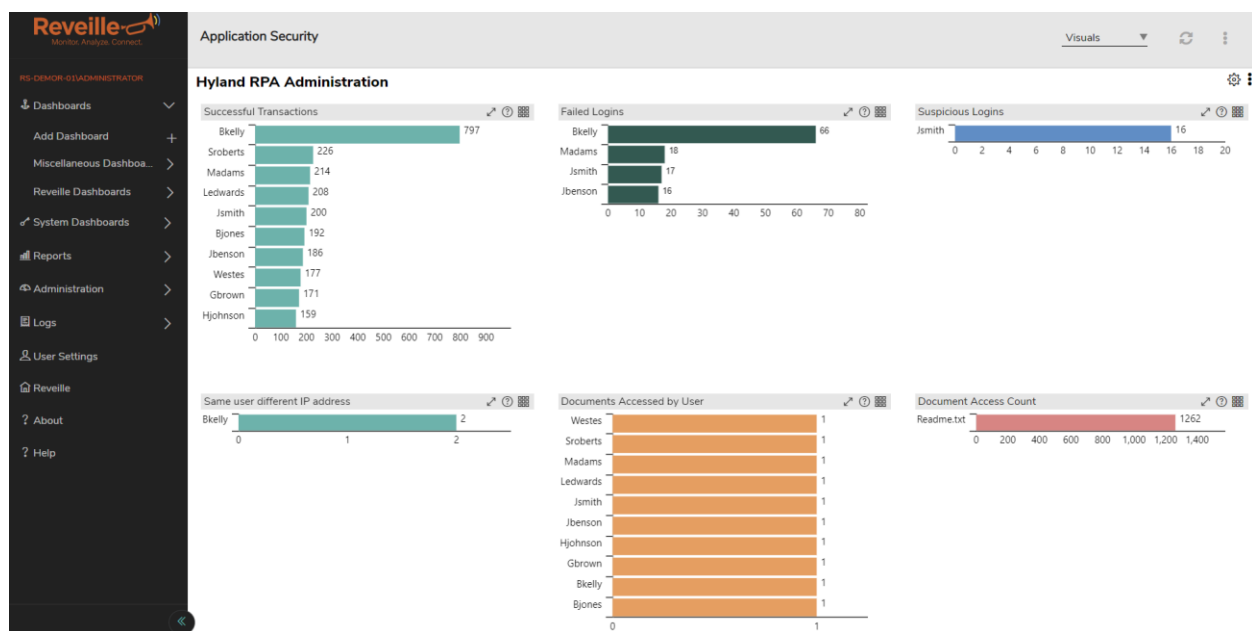


Figure 7: Hyland RPA Management Console Application Security Dashboard

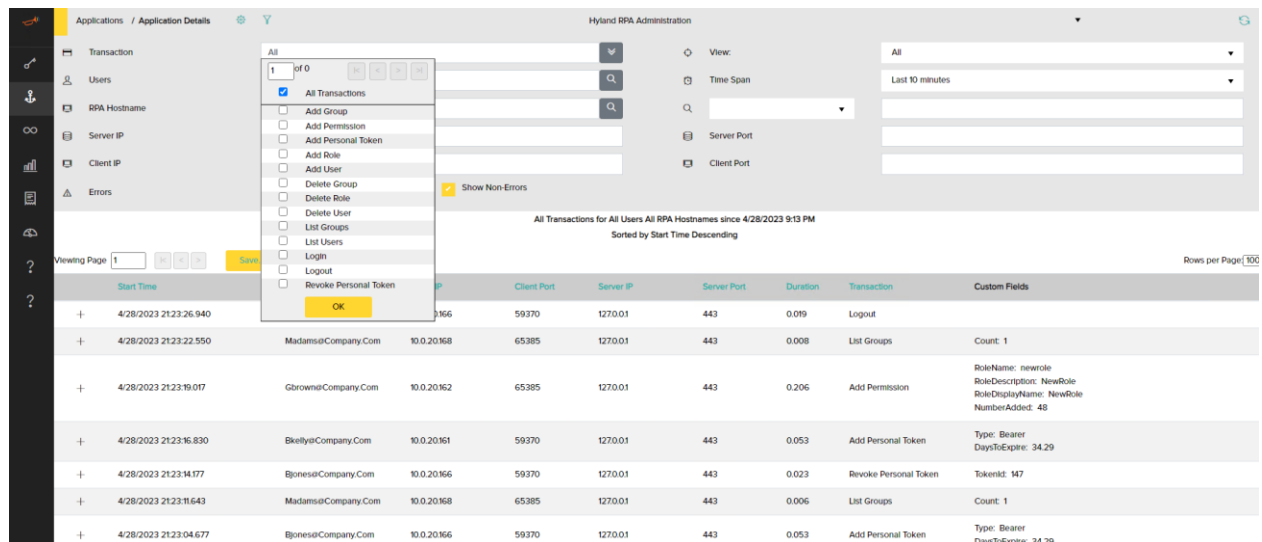


Figure 8: Hyland RPA Management Console User Activity Details

4 Common Reveille for Hyland RPA Use Cases

Reveille provides quick benefits for typical Hyland use case scenarios; described below.

4.1.1 RPA platform environment use cases:

Is the Hyland RPA platform operating correctly?

- Check the RPA platform health.
- Check the RPA instance and agent health.
- Check if the RPA robot dependent target applications (web apps, mainframe apps, databases, etc) are available and responsive.

Are the Hyland RPA databases in a good state?

- Check RPA databases operation, size, and backup status.

Are there any RPA platform errors or exceptions?

- Check the Hyland RPA conductor logs.

4.1.2 RPA operating environment use cases

Are the RPA Servers operating in a healthy manner and within service levels?

- Check RPA Servers operating metrics.
- Check RPA Server web server environment health.

Are all the Robots operating in a timely manner without exception?

- Check the task operating status and for exception conditions.

How can we recover from RPA platform errors and remove processing bottlenecks?

- Trigger proactive actions to restart RPA services, RPA web server application pools, and other dependent services.

Is there unusual or suspicious RPA management console activity?

- Check the RPA management console user activity to detect and manage failed, unusual, or suspicious creation, deletion, or update transaction activity.

4.1.3 RPA resource and capacity use cases:

What is the Hyland RPA server performance? What are the robot transaction levels? How can I plan for capacity?

- Check RPA Server throughout.
- Check RPA Server CPU/Memory/Network performance.
- Check RPA Server free disk space.

Are RPA customer SLA's being met?

- RPA target application service levels.
- RPA operating service levels.
- On demand or scheduled SLA reporting.

Given a unit cost, what is the cost for an RPA Server to run robots?

- Dashboard metrics with unit cost for a given RPA Server unit cost rate.

How is the overall RPA environment performing? Is my license current?

- Check the RPA license status.
- Dashboard of RPA Server operating metrics.
- Dashboard of RPA target applications.

5 Summary

Reveille for Hyland RPA, in conjunction with other Reveille infrastructure wizard tests, deliver unmatched, comprehensive monitors to track, diagnose, repair, and report the Hyland RPA specific operational exceptions – with Hyland RPA specific metrics and user behavior visibility. Reveille's agentless approach provides controlled capabilities beyond other agent-based techniques focused just on transaction segment response times. Reveille for Hyland RPA 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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