



Reveille for IBM® Content Manager OnDemand (CMOD)

Technical Overview

2026

Reveille 

1 Reveille for IBM® CMOD Technical Overview

Reveille integrates with IBM® CMOD Multiplatforms v9.5 and above to provide a real-time dashboard that actively displays the health of the CMOD user experience and application processes. Reveille for IBM CMOD Multiplatforms 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 CMOD Multiplatforms implementation. Reveille supports on-premises and cloud operating IBM CMOD Multiplatforms environments. 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.

As the only agentless monitoring system to integrate with CMOD Multiplatforms, Reveille for IBM CMOD Multiplatforms comes pre-configured with more than 50 CMOD Multiplatforms-specific tests and over 80 CMOD metrics. These delivered tests are “application-aware,” meaning they are aimed at areas of CMOD Multiplatforms known to need application monitoring and are designed to aid in the building of monitors for CMOD Multiplatforms. Reveille for IBM CMOD Multiplatforms creates monitor probes using a templated approach to build a working CMOD Multiplatforms monitor in very short order.

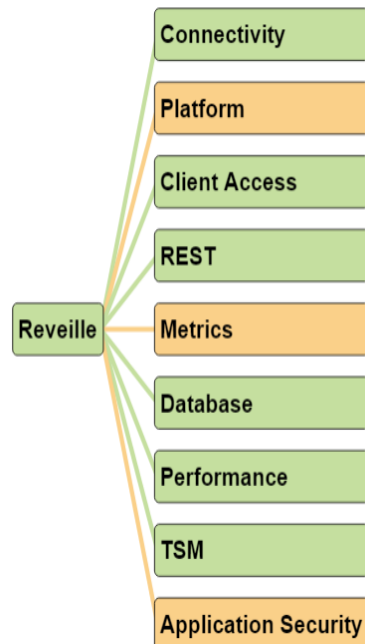


Figure 1: IBM CMOD Multiplatforms Monitor

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

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

2 The IBM CMOD Multiplatforms Test Suite

Connectivity

- Check connectivity of CMOD Library Server
- Check connectivity of CMOD Object Server
- Check connectivity of CMOD Database Server
- Check connectivity of CMOD ODWEK WAS Server

Platform

- Check CMOD Services
- Check CMOD Server Status
- Check CMOD Server Process Status
- Check CMOD FTI Java Process Status
- Check CMOD Object Server Free Disk Space
- Check CMOD Storage Node arscache1
- Check CMOD Severity 1 Alert
- Check CMOD ODWEK WAS Heap Memory
- Check CMOD ODWEK WAS Thread Count
- Check CMOD ODWEK WAS Session Count

Database

- Check CMOD DB2 Database Services
- Check CMOD DB2 Database
- Check CMOD System Log
- Check CMOD Database Alerts

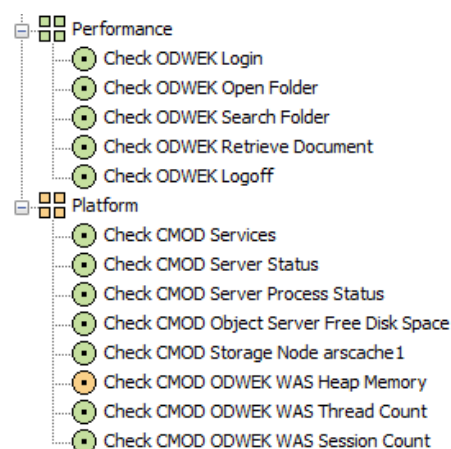


Figure 2: IBM CMOD Multiplatforms Monitor Tests

Performance

- Check ODWEK Login
- Check ODWEK Open Folder
- Check ODWEK Search Folder
- Check ODWEK Retrieve Document
- Check ODWEK Logoff
- Check IBM Content Navigator Login
- Check IBM Content Navigator Search Folder
- Check IBM Content Navigator Retrieve Document
- Check IBM Content Navigator Logoff

Metrics

- Check CMOD Text Server Document Processing
- Check CMOD Text Server Documents or Batches Waiting
- Check CMOD Library Server User Activity
- Check CMOD Library Server Cache Activity
- Check CMOD Object Server Free Disk Space
- Check CMOD Failed User Logins
- Check CMOD Application Group Query Response Time
- Check CMOD Report Load Activity
- Check CMOD Resource Retrieval Response Time
- Check CMOD Document Retrieval Response Time
- Check CMOD Failed Loads
- Check CMOD Storage Object Create Time
- Check CMOD FTI Queue Count
- Check CMOD FTI Queue Age

TSM

- Check TSM Alert Status
- Check TSM Database
- Check TSM File Space
- Check TSM Unavailable Volumes
- Check TSM Error Volumes
- Check TSM Scratch Volumes
- Check TSM Storage Pool
- Check TSM Migration Activity
- Check TSM Activity
- Check TSM Node Space and Files
- Check TSM Node Performance

CMOD REST

- Ping CMOD REST- No Signature
- Ping CMOD REST- Signature
- List Folder Details
- Add Document
- Search Folder
- Search Folder with SQL Query
- Retrieve Document
- Update Document
- Delete Document
- Check Transforms
- Check Application Groups

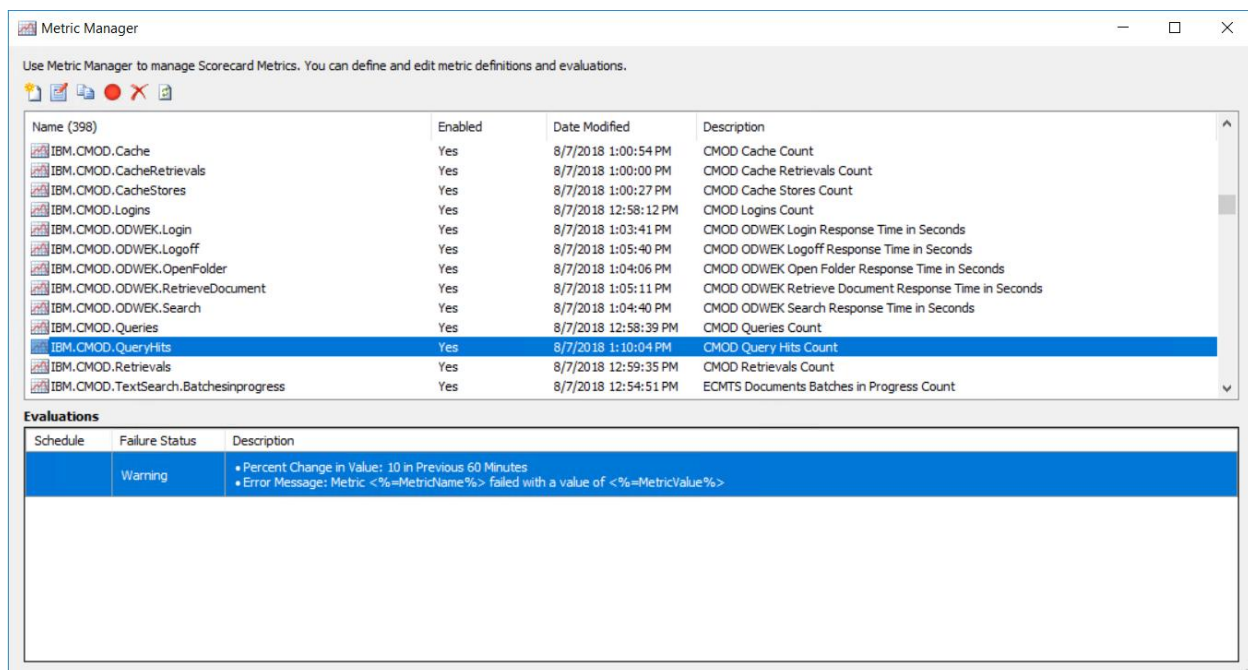
Client Access

- Check CMOD IBM Content Navigator Login
- Check CMOD ODWEK Login

2.1 IBM CMOD Multiplatforms Dashboard 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 CMOD Multiplatforms KPI's for display and reporting in CMOD Multiplatforms 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 CMOD Multiplatforms. 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 CMOD Multiplatforms Text Server Processing
- Tracking of CMOD Multiplatforms Library Server Performance
- Tracking of CMOD TSM activity
- Tracking of CMOD Multiplatforms Processing Exceptions
- Tracking of CMOD Multiplatforms Library Server User Activity
- Tracking of CMOD Multiplatforms Library Server Cache Activity
- Tracking of CMOD Multiplatforms REST App Server Performance
- Tracking of CMOD Multiplatforms ODWEK App Server Performance



Use Metric Manager to manage Scorecard Metrics. You can define and edit metric definitions and evaluations.

Name (398)	Enabled	Date Modified	Description
IBM.CMOD.Cache	Yes	8/7/2018 1:00:54 PM	CMOD Cache Count
IBM.CMOD.CacheRetrievals	Yes	8/7/2018 1:00:00 PM	CMOD Cache Retrievals Count
IBM.CMOD.CacheStores	Yes	8/7/2018 1:00:27 PM	CMOD Cache Stores Count
IBM.CMOD.Logins	Yes	8/7/2018 12:58:12 PM	CMOD Logins Count
IBM.CMOD.ODWEK.Login	Yes	8/7/2018 1:03:41 PM	CMOD ODWEK Login Response Time in Seconds
IBM.CMOD.ODWEK.Logoff	Yes	8/7/2018 1:05:40 PM	CMOD ODWEK Logoff Response Time in Seconds
IBM.CMOD.ODWEK.OpenFolder	Yes	8/7/2018 1:04:06 PM	CMOD ODWEK Open Folder Response Time in Seconds
IBM.CMOD.ODWEK.RetrieveDocument	Yes	8/7/2018 1:05:11 PM	CMOD ODWEK Retrieve Document Response Time in Seconds
IBM.CMOD.ODWEK.Search	Yes	8/7/2018 1:04:40 PM	CMOD ODWEK Search Response Time in Seconds
IBM.CMOD.Queries	Yes	8/7/2018 12:58:39 PM	CMOD Queries Count
IBM.CMOD.QueryHits	Yes	8/7/2018 1:10:04 PM	CMOD Query Hits Count
IBM.CMOD.Retrievals	Yes	8/7/2018 12:59:35 PM	CMOD Retrievals Count
IBM.CMOD.TextSearch.Batchesinprogress	Yes	8/7/2018 12:54:51 PM	ECMTS Documents Batches in Progress Count

Evaluations

Schedule	Failure Status	Description
	Warning	• Percent Change in Value: 10 in Previous 60 Minutes • Error Message: Metric <%=MetricName%> failed with a value of <%=MetricValue%>

Figure 3: IBM CMOD Multiplatforms Dashboard Metric Manager

2.2 IBM CMOD Multiplatforms Dashboard Metrics

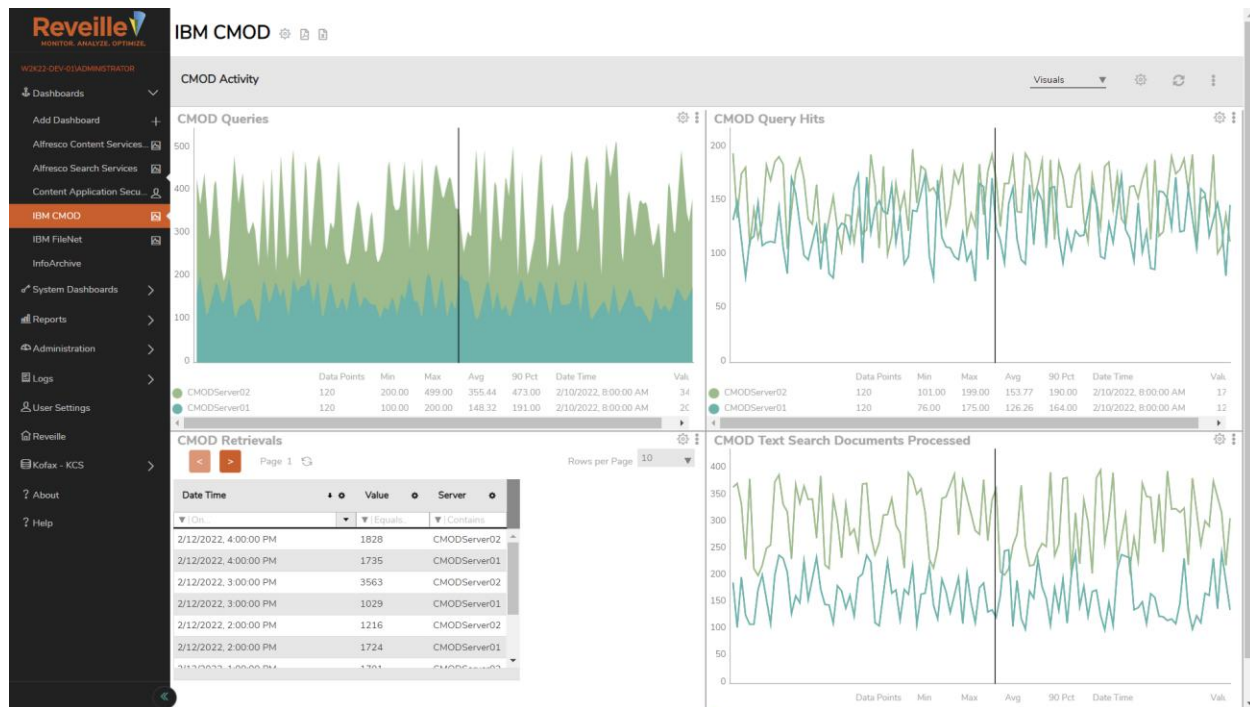


Figure 4: IBM CMOD Multiplatforms Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example dashboard view shows CMOD Multiplatforms Query trends for different CMOD Multiplatforms servers. This information is helpful for understanding CMOD Multiplatforms Query Activity. Reveille can also evaluate any of the IBM Listener counters available from IBM CMOD as shown below.

IBM® FileNet® P8 Wizard

Metrics

Select what to test:
Check IBM Listener Counters

Listener Host Name:
cmodserver:32776

Path to Java runtime:
java.exe

Refresh Select All Select None Filter by

Listener Counters:

Property	Value	Test	Test Value	Metric
☐ IBM Content Manager OnDemand\User\cache\retrie...	106005	=	106005	
☐ IBM Content Manager OnDemand\User\cache\retrie...	10216651334	=	10216651334	
☐ IBM Content Manager OnDemand\User\cache\stores	130886	=	130886	
☐ IBM Content Manager OnDemand\User\cache\store...	12783919220	=	12783919220	
☐ IBM Content Manager OnDemand\User\logins	480337	=	480337	
☐ IBM Content Manager OnDemand\User\logins\SSL	447640	=	447640	
☐ IBM Content Manager OnDemand\User\logins\SSL	32697	=	32697	
☐ IBM Content Manager OnDemand\User\logoffs	480240	=	480240	
☒ IBM Content Manager OnDemand\User\queries	569653	>=	10000	Yes
☐ IBM Content Manager OnDemand\User\queries\hits	11956940049	=	11956940049	
☐ IBM Content Manager OnDemand\User\retrieves	106005	=	106005	

Comparison Test:
IBM Content Manager OnDemand\User\queries >= 10000

☒ Output Metric
IBM.CMOD.Queries

Description
Select what to test and specify required settings.
Total Tests Completed: 0

< Back Next > Close

Figure 5: IBM CMOD Multiplatforms Listener Counters

The pre-packaged CMOD Multiplatforms 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
- Visual Basic (VB) .NET expressions

Once defined and initiated, the CMOD Multiplatforms 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 - IBM.CMOD.QueryHits

Metric Evaluations Values

1

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 by Time

Test Dynamic Threshold Min Value
If set, the Evaluation will fail if the Metric value is less than the dynamic threshold minimum value.

OK Cancel

Figure 6: IBM CMOD Multiplatforms Metric Evaluation Definition

2.3 IBM CMOD User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding IBM CMOD applications 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 IBM CMOD 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 OpenText EnCase Endpoint Security or Microsoft Defender for Endpoint.



Figure 7: IBM CMOD Multiplatforms Application Security Dashboard

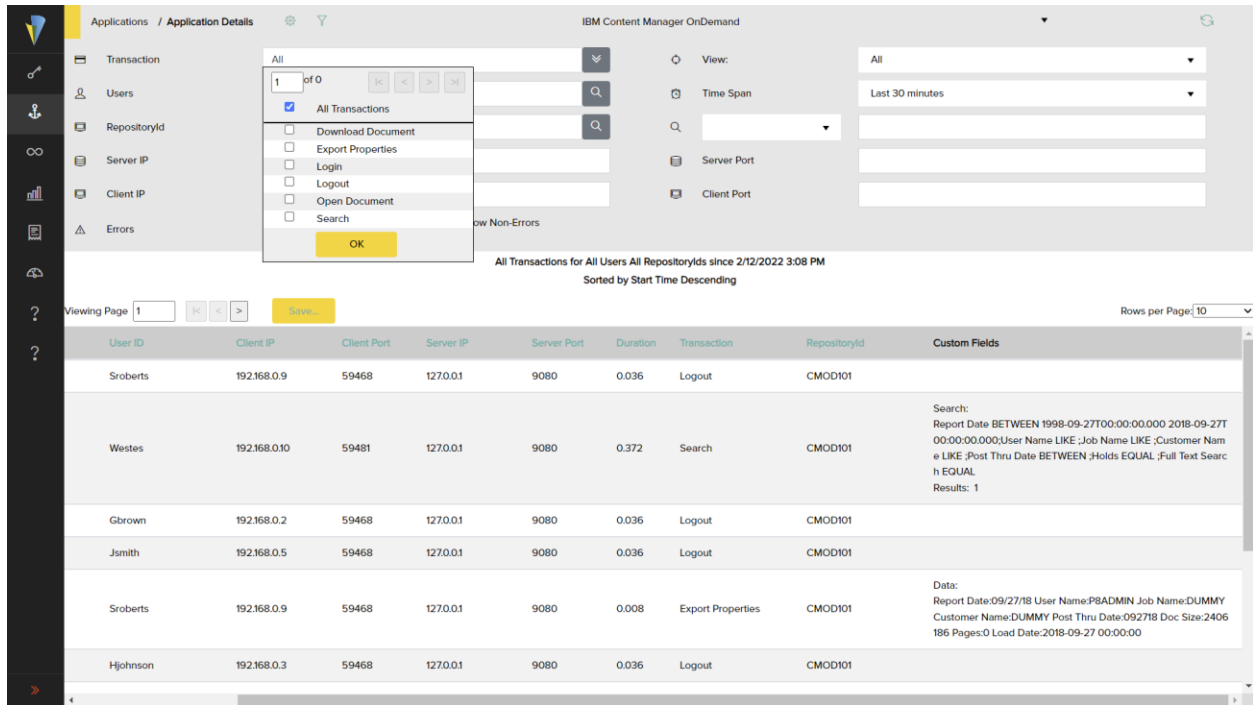


Figure 8: IBM CMOD Multiplatforms IBM Content Navigator User Activity Details

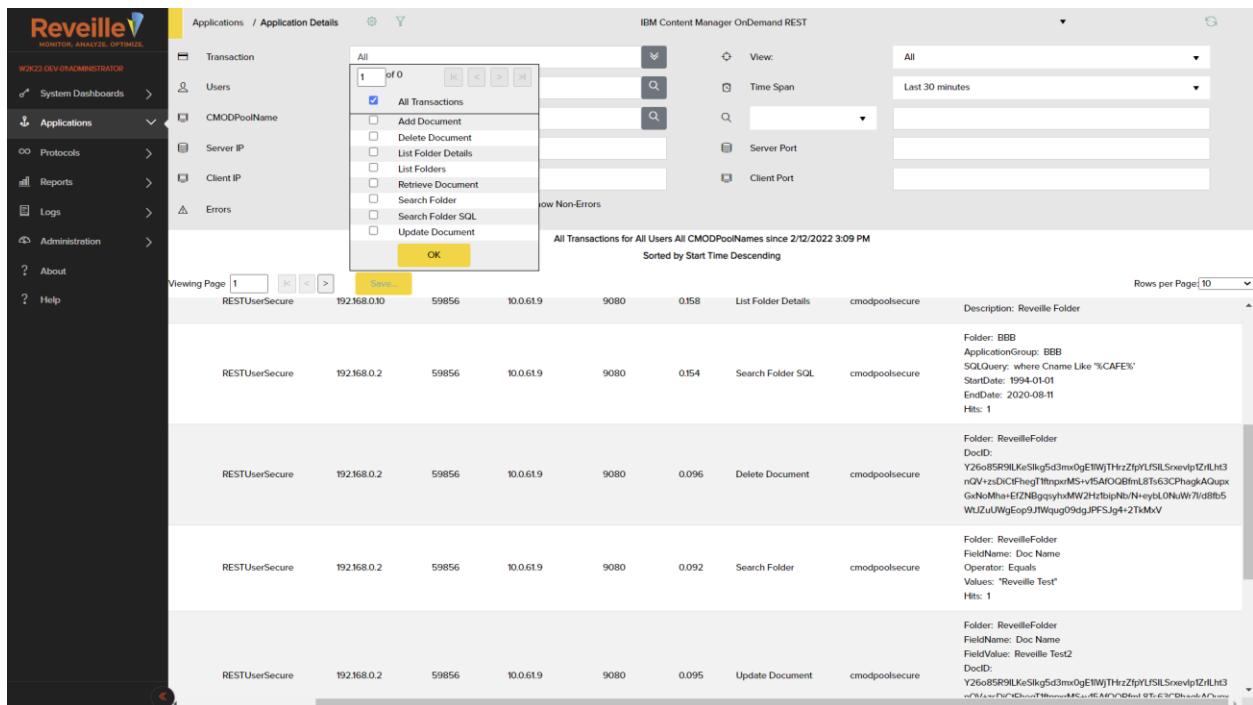


Figure 9: IBM CMOD Multiplatforms REST App Activity Details

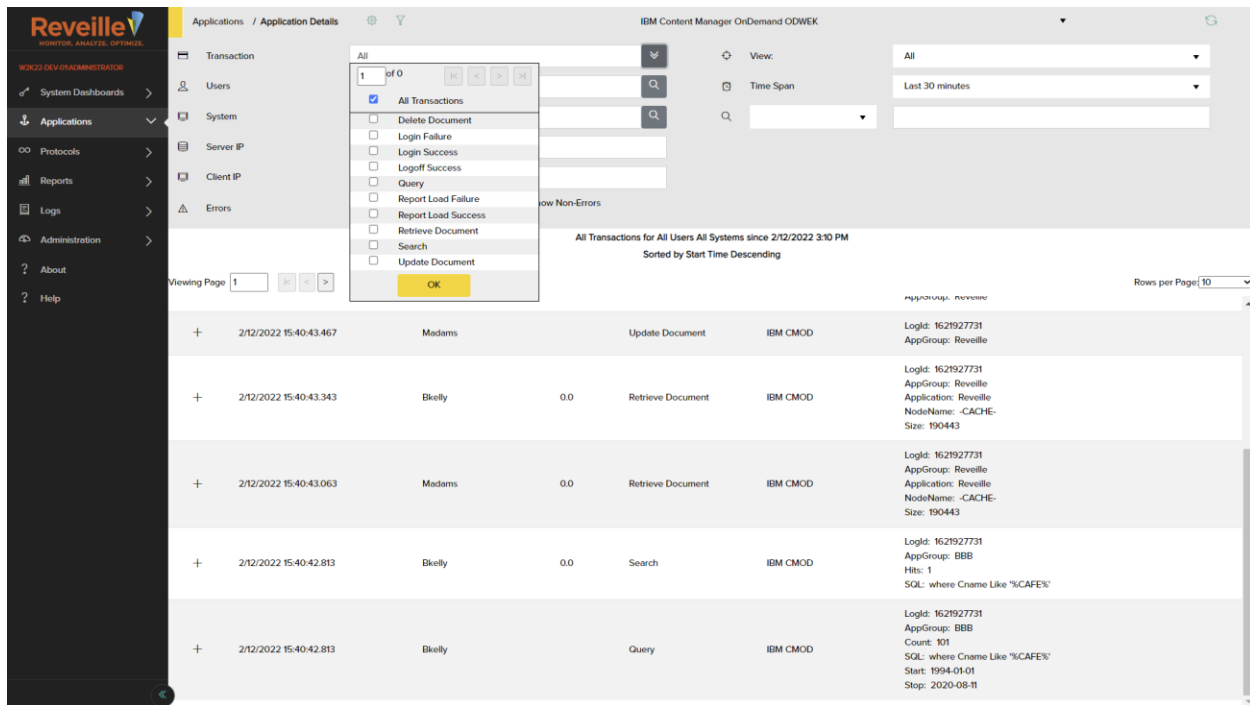


Figure 9: IBM CMOD Multiplatforms ODWEK App Activity Details

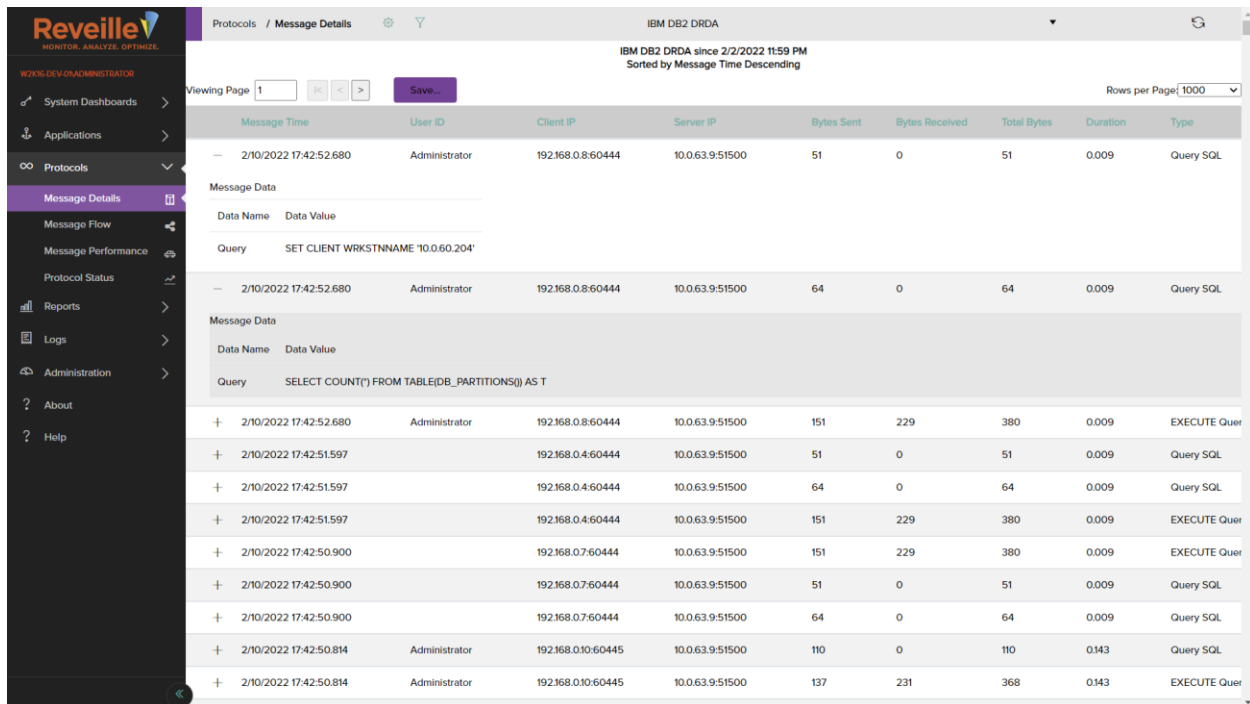


Figure 10: IBM CMOD DB2 Message Activity

3 Common Reveille for IBM CMOD Multiplatforms Use Cases

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

- Eliminate CMOD Multiplatforms 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 CMOD library server 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 period 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 CMOD Multiplatforms 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 – Query Activity
 - Dashboard metrics – Cache Activity
 - Dashboard metrics – Text Server Processing

How can we implement quickly and leverage best practice monitoring?

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

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

- Reveille dashboard metrics gather baselines of CMOD Multiplatforms REST app operating performance
- Reveille User Analytics objectively understands CMOD Multiplatforms 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 CMOD Multiplatforms operating performance
- Reveille User Analytics objectively understands CMOD Multiplatforms 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 CMOD Multiplatforms as:
 - Customers typically see a reduced number of support tickets for CMOD Multiplatforms
 - Customers typically see shortened TTR for remaining, legitimate application issues
 - Coordination with IBM’s support resources is greatly enhanced

We need a CMOD Multiplatforms specific application monitoring tool that does not require relearning of CMOD Multiplatforms interfaces, custom ‘integration’ and maintenance, and keeps pace with CMOD Multiplatforms platform advances.

- Reveille also works ‘out of the box’ with IBM FileNet, IBM Datacap, OpenText Intelligent Capture and Kofax, and maintains currency with IBM ECM products
- Reveille Software primary focus is content services platform (CSP) or ECM application management, user analytics, and detecting content access breaches

4 Summary

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