



Reveille for IBM® Datacap

Technical Overview

2025

1 Reveille for IBM® Datacap Technical Overview

Agentless monitoring supporting for IBM Datacap Capture is available with Reveille for IBM Datacap. The IBM Datacap monitor provides over 50 'out-of-the-box' IBM Datacap agentless tests and over 50 IBM Datacap Dashboard Metrics. This broad coverage delivers improved preventive monitoring to avoid 'red' level issues for IBM Datacap on-premises or cloud environments, improve capture process visibility, and to provide granular intraday IBM Datacap threshold-based metrics for real-time management decision making. This baseline monitor can be extended using Reveille wizards leveraging tests from a Datacap template test library.

The Reveille for IBM Datacap monitor can be extended using Reveille infrastructure wizards to provide additional database (SQL Wizard), REST based applications or web 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.

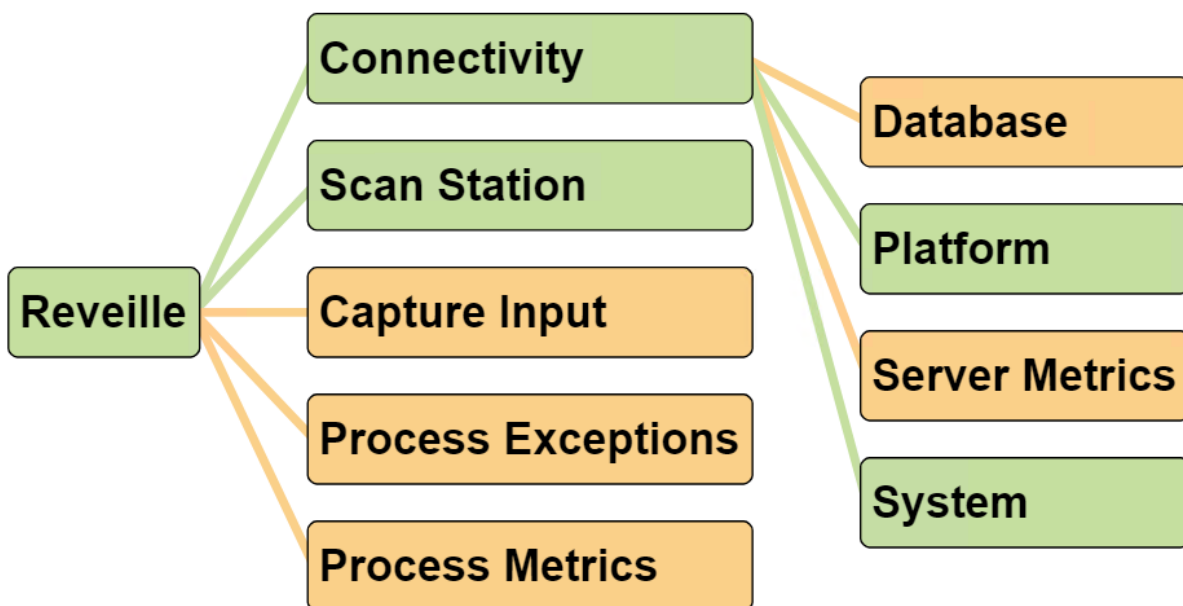


Figure 1: Example IBM Datacap Monitor

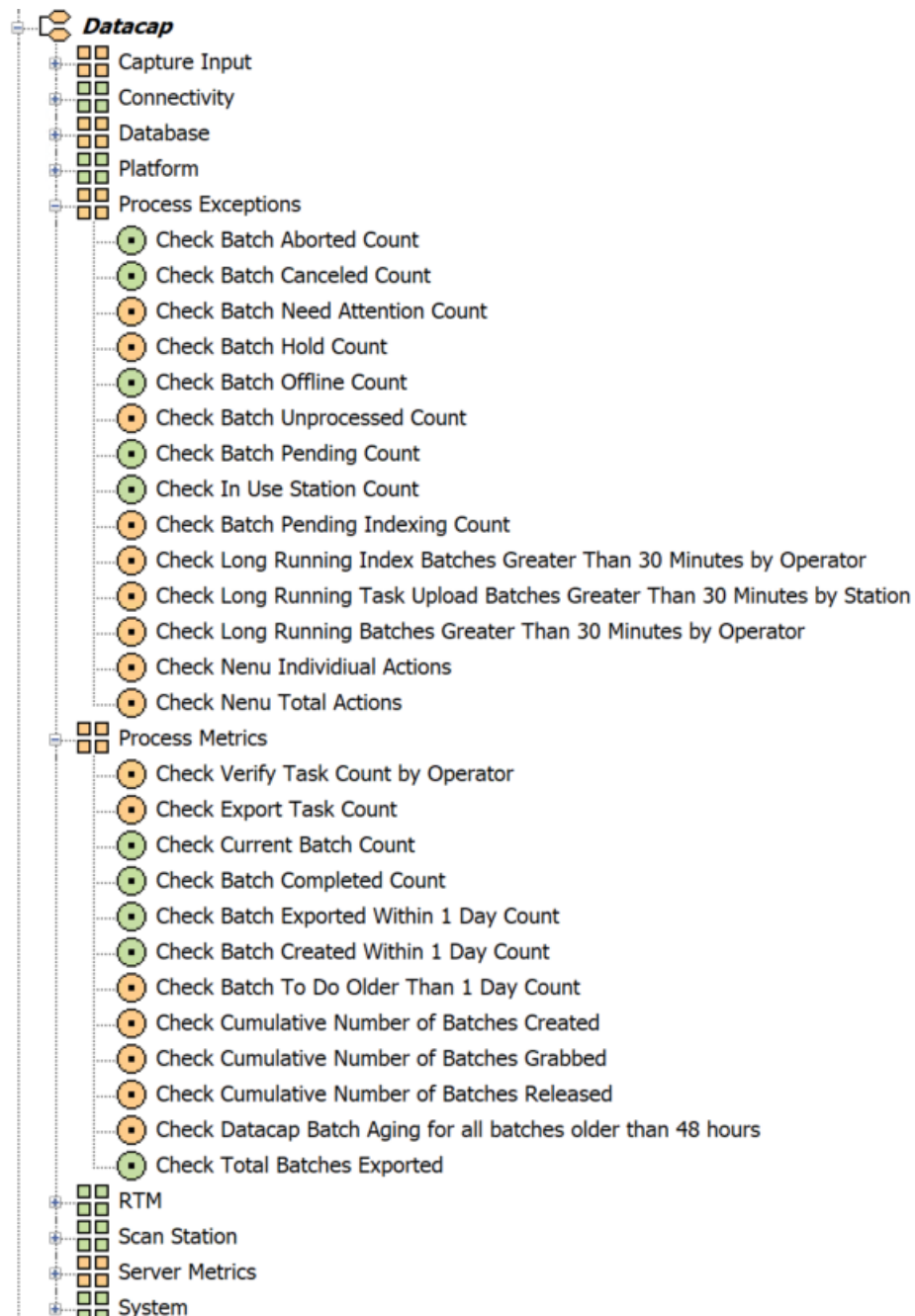


Figure 2: IBM Datacap Monitor Snapshot

1.1 IBM Datacap 'Out of the Box' individual Component Test Details

1.1.1 Connectivity (Datacap Servers available)

- Check TaskMaster Server can be pinged
- Check TaskMaster Database Server can be pinged
- Check TaskMaster Web Server can be pinged
- Check TaskMaster File Server can be pinged
- Check TaskMaster Rulerunner Server can be pinged
- Check TaskMaster Report Viewer Web Server can be pinged

1.1.2 System (Datacap system available to process work)

- Check TaskMaster App Pool Memory Usage
- Check RuleRunner Process Memory Usage
- Check RuleRunner Executable Memory Usage
- Check RuleRunner Process Count
- Check Datacap Server Disk C Read/Write IO Metrics
- Check Datacap Server All Disks Read/Write IO Metrics

1.1.3 Database (Datacap databases available)

- Check Taskmaster Database Server SQL Server Services
- Check Taskmaster Administration Database is responding to query
- Check Taskmaster Administration Database Size
- Check Taskmaster Administration Database Backup
- Check Taskmaster Engine Database is responding to query
- Check Taskmaster Engine Database Size
- Check Taskmaster Engine Database Backup
- Check Taskmaster Fingerprint Database is responding to query
- Check Taskmaster Fingerprint Database Size
- Check Taskmaster Fingerprint Database Backup

1.1.4 Server Metrics (Datacap server activity)

- Check ADO Database Open Activity
- Check ADO Database SQL Execute Activity
- Check ADO Database Close Activity
- \Check File Open Activity
- Check File Close Activity
- Check User Login Activity
- Check User Logoff Activity

- Check User Login Time

1.1.5 Platform (Datacap platform health)

- Check TaskMaster Services
- Check TaskMaster Disk Free space
- Check TaskMaster Available Memory
- Check TaskMaster CPU Processor Time
- Check Windows Event Log for Rulerunner service errors
- Check Windows Event Log for TMweb.net errors
- Check Taskmaster Web Site
- Check Taskmaster Web Services
- Search TaskMaster Service Log for Errors

1.1.6 Process Metrics (Datacap operating throughput)

- Check Verify Task Count
- Check Export Task Count
- Check Current Batch Count
- Check Current Batch Completed Count
- Check Cumulative Number of Batches Created
- Check Cumulative Number of Batches Grabbed
- Check Cumulative Number of Batches Released
- Check Datacap Batch Aging for all batches older than 48 hours
- Check Total Batches Exported

1.1.7 Process Exceptions (Datacap operating exceptions)

- Check Batch Aborted Count
- Check Batch Canceled Count
- Check Batch Hold Count
- Check Batch Offline Count
- Check Batch Pending Count
- Check Batch Pending Indexing Count
- Check Verify Task Count by Operator
- Check Long Running Index Batches by Operator
- Check Long Running Task Uploading Batches by Station
- Check Long Running Batches by Operator
- Check Unprocessed Batches
- Check Operator Logged in Time
- Check Problem Batch Count

- Check Logged In Station Count
- Check In Use Station Count
- Check Nenu Individual Actions
- Check Nenu Total Actions

1.1.8 Scan Station (Scan station availability)

- Check Datacap Client Station Machine
- Check Datacap Web Client Service

1.1.9 Capture Input (Input source availability, currency, and processing)

- Check input file share total file count
- Check input file share file age count
- Check email folder for number of items

1.1.10 Capture Output (Export target availability, currency, and processing)

- Check export database connection
- Check export file share total file count
- Check export file share file age count

2 IBM Datacap Dashboard Metrics

The dashboard metric capabilities expand Reveille's agentless application management into measurement of ECM operational key performance indicators (KPI's). 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 IBM Datacap. Additional metrics can be defined and added based on customer requirements. For companies with business-critical content management applications, the dashboard metric capabilities allow:

- Tracking of IBM Datacap Batch processing levels
- Tracking of IBM Datacap Batch exceptions
- Tracking of IBM Datacap Taskmaster Server performance
- Tracking of IBM Datacap Input/output processing
- Tracking of IBM Datacap Taskmaster Server activity

Name (32)	Enabled	Date Modified	Description
IBM.Datacap.ADO.Close	Yes	4/23/2014 9:41:28 AM	Cumulative ADO Database Close Count
IBM.Datacap.ADO.Execute	Yes	4/23/2014 9:40:36 AM	Cumulative ADO Database SQL Execute Count
IBM.Datacap.ADO.Open	Yes	4/23/2014 9:39:24 AM	Cumulative ADO Database Open Count
IBM.Datacap.Application.BatchAging...	Yes	3/20/2020 2:39:16 PM	Application Batch Aging Count
IBM.Datacap.Application.BatchLe...	Yes	3/20/2020 2:39:32 PM	Application Batch Level Count
IBM.Datacap.Application.BatchPe...	Yes	3/20/2020 2:39:43 PM	Application Batch Level Count
IBM.Datacap.Batch.Aborted	Yes	4/23/2014 9:12:05 AM	Aborted Batch Count
IBM.Datacap.Batch.Canceled	Yes	4/23/2014 9:13:19 AM	Canceled Batch Count
IBM.Datacap.Batch.Completed	Yes	3/20/2020 2:40:01 PM	Completed Batch Count
IBM.Datacap.Batch.Current	Yes	3/20/2020 2:40:12 PM	Current Batch Count
IBM.Datacap.Batch.Hold	Yes	4/23/2014 9:14:09 AM	Hold Batch Count
IBM.Datacap.Batch.Offline	Yes	4/23/2014 9:14:56 AM	Offline Batch Count
IBM.Datacap.Batch.Pending	Yes	4/23/2014 9:16:28 AM	Pending Batch Count

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

Figure 3: Reville Metric Manager

2.1 IBM Datacap Dashboard Metrics

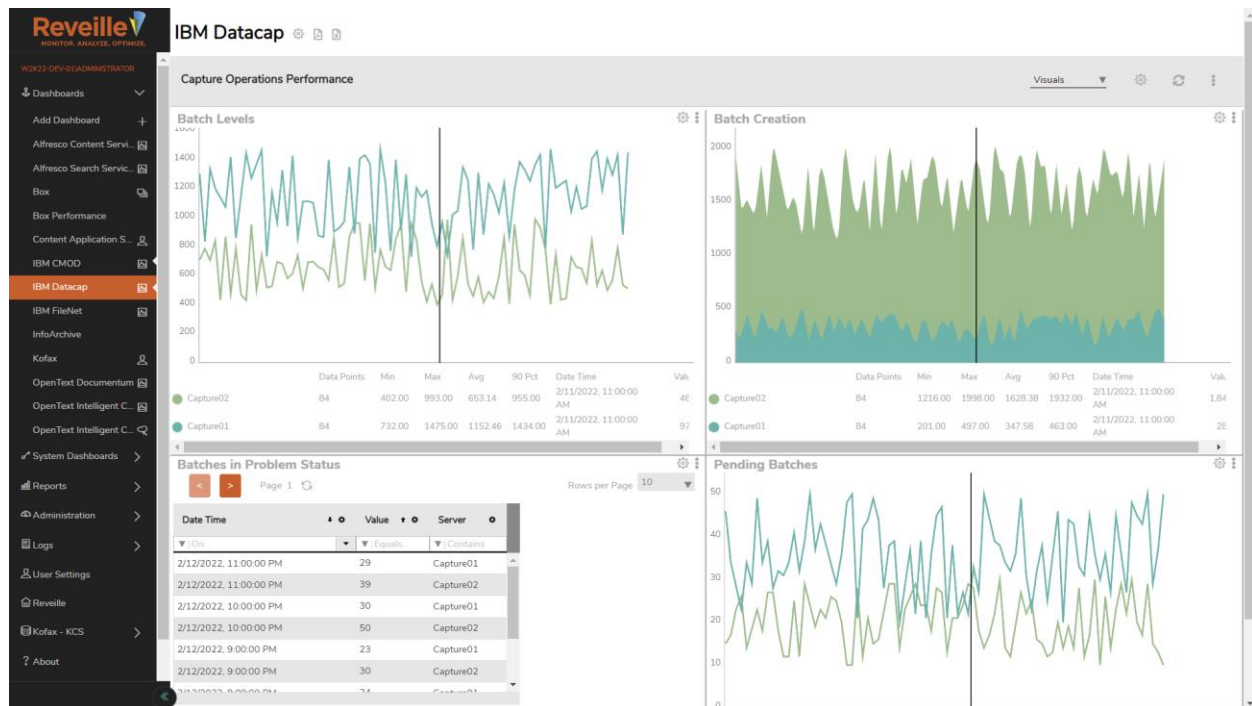


Figure 4: IBM Datacap Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example dashboard shows IBM Datacap batch processing trends. This is helpful for tracking capture processing service levels. Reveille can also evaluate any of the IBM Listener counters available from IBM Datacap, as shown below.

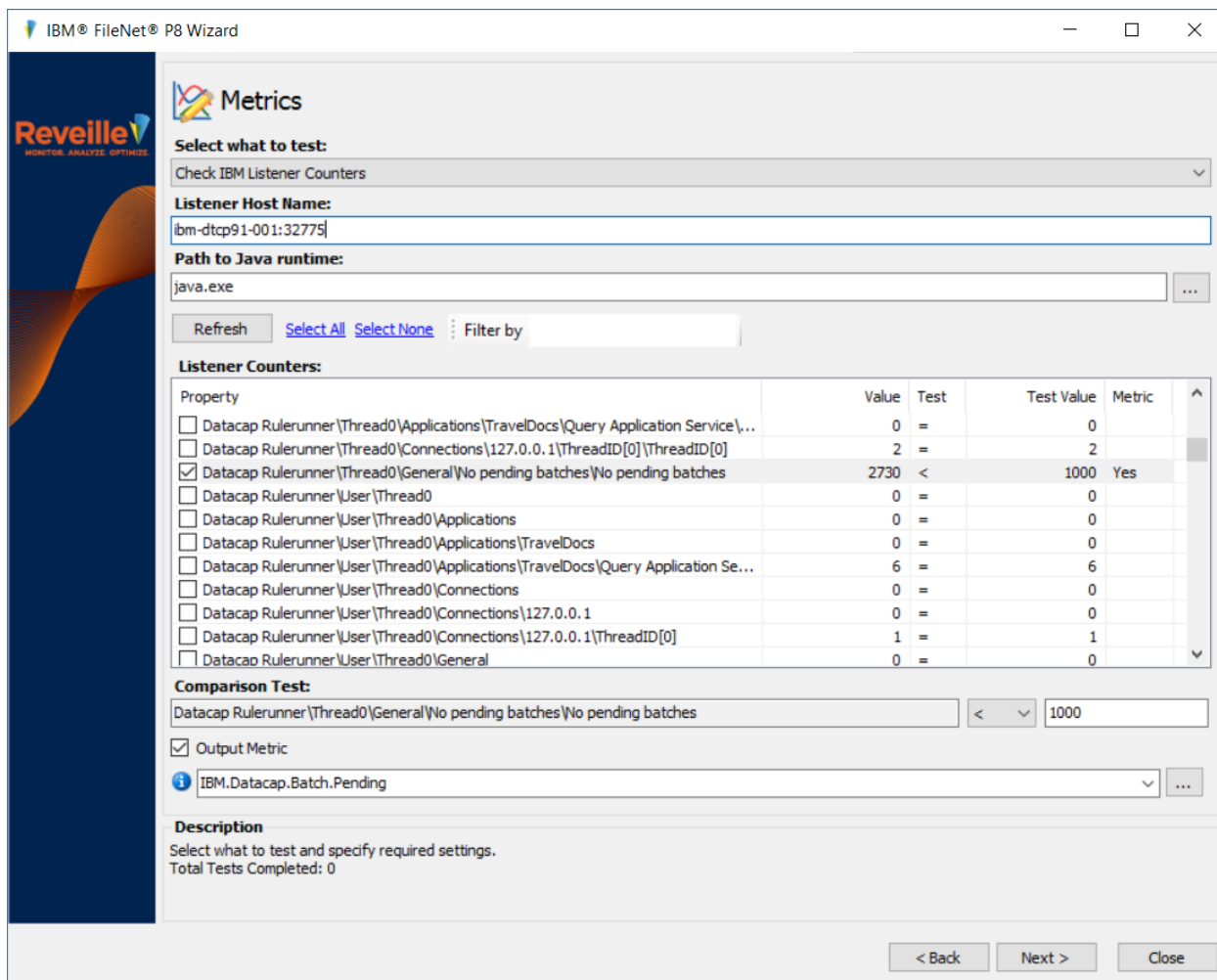


Figure 5: IBM Datacap Listener Counters

The pre-packaged IBM Datacap metrics allows the quick configuration of robust metric definitions using a wizard-based approach. 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
- Number of Occurrences
- Last N Times
- Visual Basic (VB) .NET expressions

Once defined and initiated, the IBM Datacap 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.Datacap.Application.BatchLevelCount

Metric Evaluations

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 Average Value

☒ Test Change In Value

☒ Percent ☐ Absolute 5,000

☐ Last Value ☒ Previous Minute(s) 10

☐ Test Last N times

☐ Test Occurrences

☐ Test by Type

Test Last N Times
If set, the Test fails if the Evaluation fails the specified number of times in a row.

OK Cancel

Figure 6: Metric Evaluation Definition

3 IBM Datacap User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding IBM Datacap 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 Content Navigator based Datacap applications.
- 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.

Start Time	User ID	Client IP	Client Port	Server IP	Server Port	Duration	Transaction	ObjectStore	Custom Fields
2/10/2022 17:39:05.047	Dcarter	10.0.20.65	38804	10.0.60.140	9080	0.248	Delete Document	P8ConfigObjectStore	ObjectId: BDx
2/10/2022 17:39:05.037	Tleonard	10.0.20.67	38804	10.0.60.140	9080	0.248	Delete Document	P8ConfigObjectStore	ObjectId: BDx
2/10/2022 17:39:01.520	Sthomas	10.0.20.61	38804	10.0.60.140	9080	0.248	Delete Document	P8ConfigObjectStore	ObjectId: BDx
2/10/2022 17:38:52.277	Yhope	10.0.20.63	38804	10.0.60.140	9080	0.299	Check In Document	P8ConfigObjectStore	Document: B. ObjectId: BDx
2/10/2022 17:38:46.497	Bscott	10.0.20.62	38804	10.0.60.140	9080	0.299	Check In Document	P8ConfigObjectStore	Document: B. ObjectId: BDx
2/10/2022 17:38:41.843	Bsmith	10.0.20.68	38804	10.0.60.140	9080	0.299	Check In Document	P8ConfigObjectStore	Document: B. ObjectId: BDx
2/10/2022 17:38:33.270	Bscott	10.0.20.62	38804	10.0.60.140	9080	0.117	Check Out Document	P8ConfigObjectStore	Document: B. ObjectId: F9E
2/10/2022 17:38:33.030	Fsmith	10.0.20.66	38804	10.0.60.140	9080	0.299	Check In Document	P8ConfigObjectStore	Document: B. ObjectId: BDx

Figure 7: IBM Datacap Content Navigator User Activity Details

4 Common Reveille IBM Datacap Use Cases

Reveille provides quick benefits for typical IBM Datacap use case scenarios; described in the format of:

Use case category:

Use case question

- Reveille feature(s) that, together, provide solutions to the use case.

4.1.1 Platform operating environment use cases:

Is the IBM Datacap platform operating correctly?

- Check that the Datacap services are connected and active with the Datacap Server – *not just running as a windows service or interactive process.*
- Check the Datacap server capacity.

Are the related capture input sources (fax directories, email import, etc.) available?

- Check that the input sources are available and online.

Are the related capture output targets (archives, object stores, etc.) available?

- Check that the output sources are available and online.

Are there any application platform errors or exceptions?

- Check the Datacap server event log and database log.

Are the Datacap Web Clients available and operating within acceptable response times?

- Check the Datacap Web Client Interface access including IBM Content Navigator.

4.1.2 Capture operating environment use cases

Are batches being process in a timely manner and within service levels?

- Check batch aging for all or specific Datacap servers.
- Check for batches in pending, cancelled, or hold status.

Are all the batches and tasks completing in a timely manner?

- Check the batch and tasks completion levels.

Is work being created in a timely manner?

- Check that batches are being created and capture input sources are moving files.

Are there any application platform errors or exceptions?

- Check the Datacap server event log and database log.

4.1.3 Operations management use cases:

Are batches being process in a timely manner and within service levels?

- Check batch aging for all or specific Datacap servers.
- Check for batches in aborted, cancelled, pending, or hold status.

Are all the batches and tasks completing in a timely manner?

- Check the batch and tasks completion levels.

Is work being created in a timely manner?

- Check that batches are being created and capture input sources are moving files.

Are there any batches or processing exceptions?

- Check the Datacap server event log and database log.

4.1.4 Resource / capacity use cases:

What is the Datacap server performance? What are the transaction levels? How can I plan for capacity?

- Check Datacap Server ADO layer database metrics.
- Check Datacap Server batch levels and server I/O.
- Check Datacap server free disk space.

Are customer SLA's being met?

- Monitor service level reporting.
- Dashboard batch level metrics.

Given a unit cost, what is the cost to process batches?

- Dashboard batch level metrics with unit cost of batch processing

Are there enough Datacap servers for processing? What is my station use count?

- Check the logged in station count.
- Dashboard metrics with station counts.
- Check the task levels.
- Dashboard metrics with task counts.

5 Summary

Reveille for IBM Datacap, in conjunction with other Reveille infrastructure wizard tests, deliver unmatched, comprehensive monitors to track, diagnose, repair, and report the IBM Datacap specific operational exceptions – with IBM Datacap 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 IBM Datacap transaction activity (at the IBM Datacap application transaction level) and of the IBM Datacap. Reveille for IBM Datacap integrates with existing ITOM platforms (such as Splunk) and incident management systems (such as ServiceNow) to extend your existing IT investments.



1 877.897.2579

reveille.sales@reveillesoftware.com

reveillesoftware.com



Copyright ©2025 Reveille Software. All rights reserved.

All other trademarks used herein are the property of their respective owners.

