



Reveille for IBM® FileNet® P8

Technical Overview

2026

Reveille 

1 IBM® FileNet® P8 Technical Overview

An agentless IBM® FileNet® P8 Wizard supporting IBM FileNet P8 or IBM Cloud Pak for Business Automation (CP4BA) is available in Reveille for IBM FileNet. The wizard provides over 45 'out-of-the-box' IBM FileNet P8 specific agentless tests and over 100 IBM FileNet P8 Dashboard Metrics. In addition, Reveille gathers CPE and object store operating performance, detects abnormal IBM Content Navigator user behaviors and access, betters IBM FileNet P8 user experience understanding, and provides granular intraday IBM FileNet P8 threshold-based metrics for real-time management decision making. This broad coverage delivers improved preventive monitoring to avoid 'red' level issues for IBM FileNet P8 on-premises or cloud environments, better IBM FileNet P8 user experience understanding, and to provide granular intraday IBM FileNet P8 threshold-based metrics for real-time management decision making. 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 includes a full suite of agentless based infrastructure wizards to automate monitor test creation for many different interfaces and applications, ranging from ICMP protocol interfaces to legacy Mainframe applications. For example, IBM FileNet P8 monitor can be extended using Reveille infrastructure wizards to provide additional database (SQL Wizard), REST endpoints or web services applications, application server (JMX wizard for Java Management Beans), and server (PowerShell/WMI/Performance Counters for Windows, SSH/SCP/SFTP for UNIX) stack level testing capabilities. Any custom ASP.NET component can be added to a Reveille monitor and leverage all Reveille core functionality.

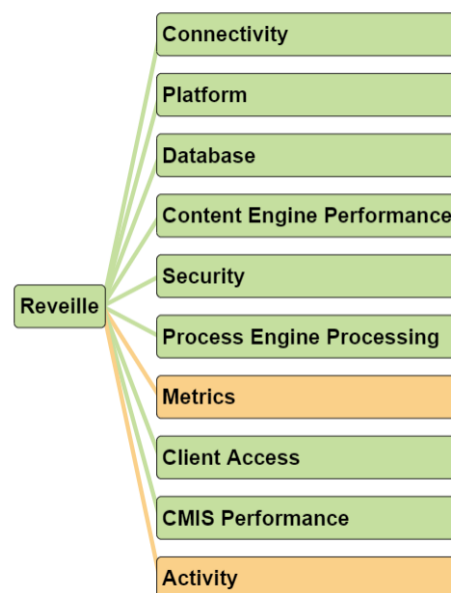


Figure 1: Example IBM FileNet P8 Monitor

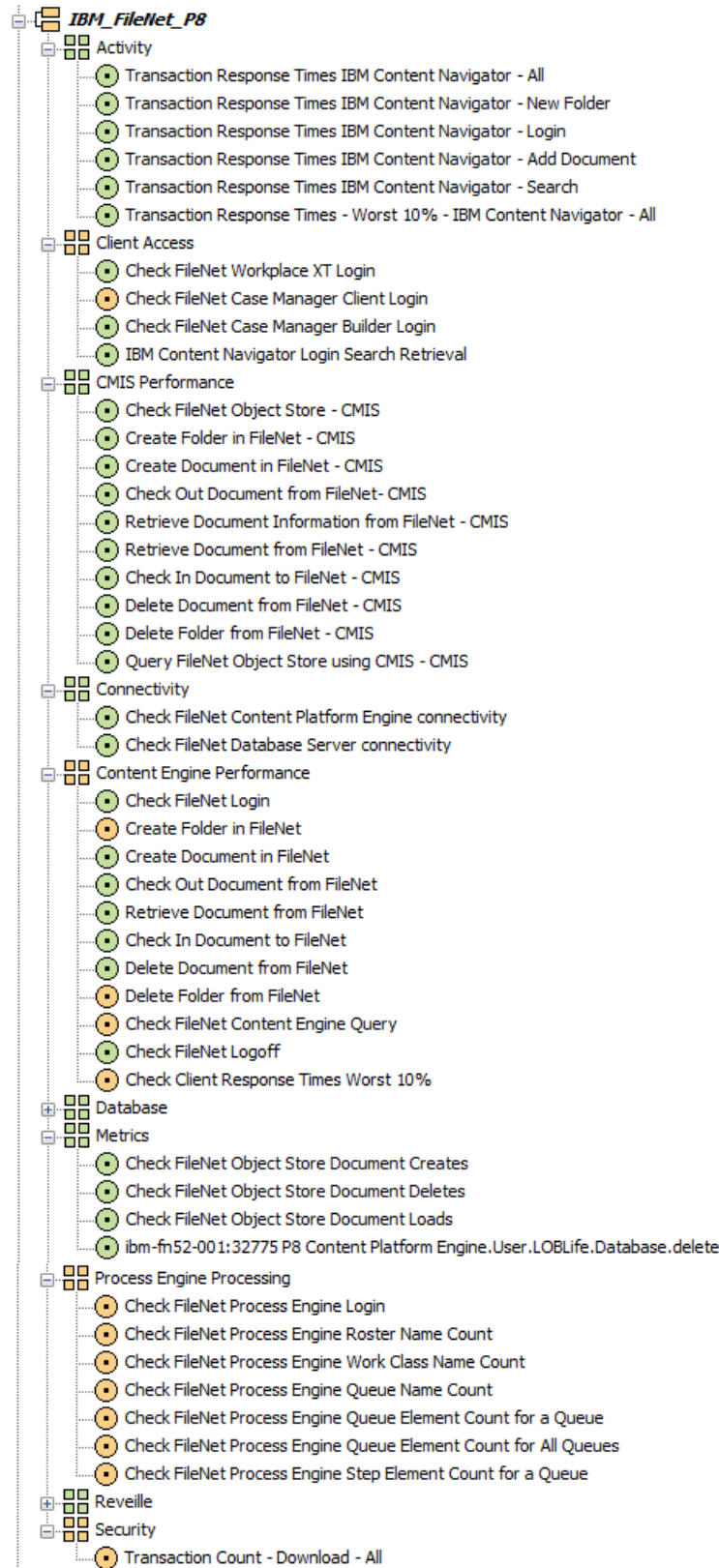


Figure 2: IBM FileNet P8 Monitor Tests Generated by the FileNet P8 Wizard

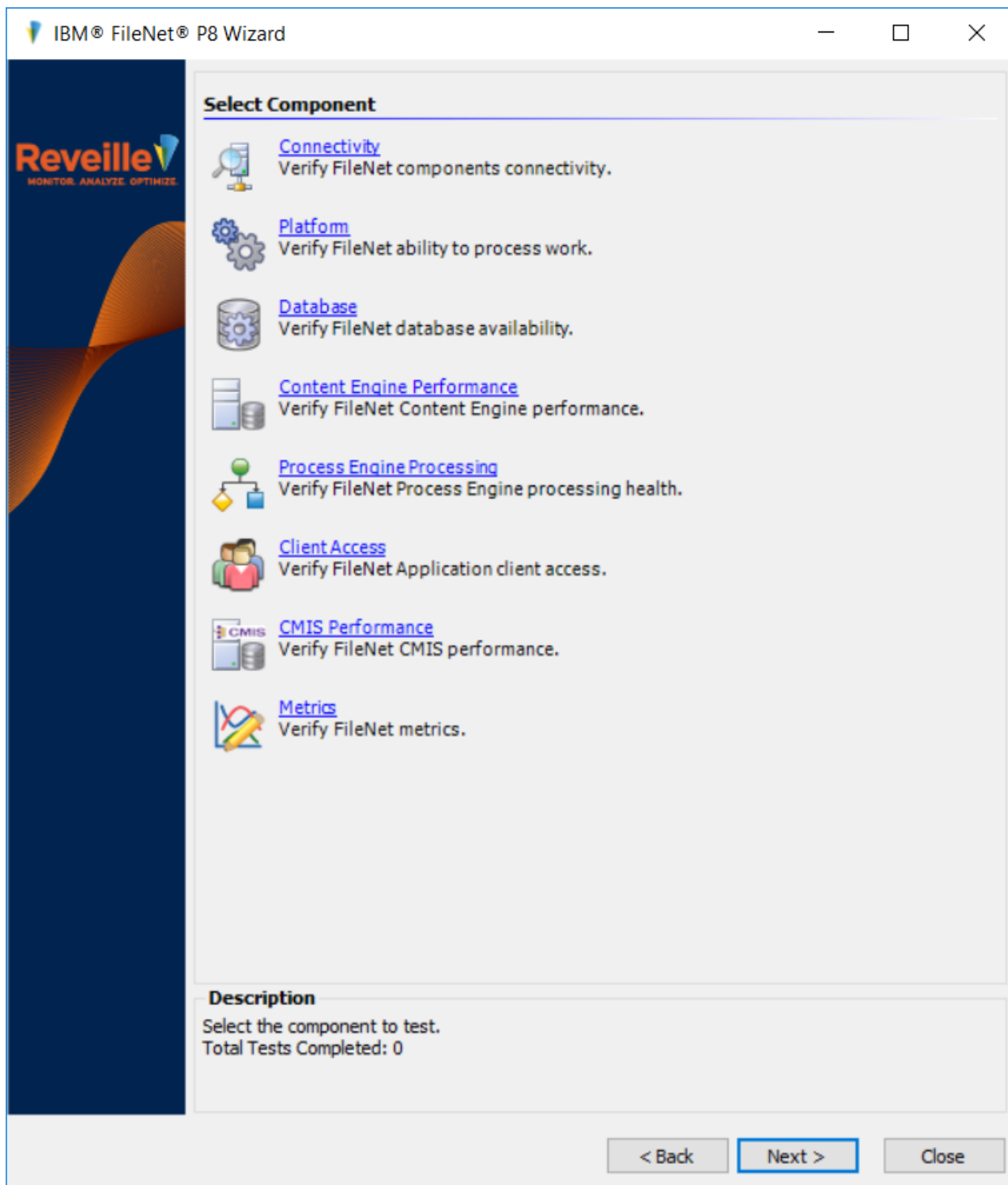


Figure 3: IBM FileNet P8 Wizard Component Selection

1.1 IBM FileNet ‘Out of the Box’ individual Component Test Details

1.1.1 Connectivity (FileNet Servers available)

- FileNet Content Engine Server can be pinged
- FileNet Process Engine Server can be pinged
- FileNet Application Engine Server can be pinged
- FileNet Database Server can be pinged

1.1.2 Platform (FileNet platform available to process work)

- Check FileNet Content Engine Health Ping
- Check FileNet Content Engine Web Services Instance
- Check FileNet Process Engine Health Ping
- Check FileNet Process Engine Web Services Instance
- Check FileNet Process Engine Configuration
- Check FileNet Application Engine UI Service
- Check FileNet Administrative Login
- Check LDAP Server
- Check FileNet Index Job Pending Count
- Check FileNet Index Job Processing Count
- Check FileNet Index Job Terminated Abnormally Count
- Check FileNet Object Store Content Element Count

1.1.3 Database (FileNet database available)

- Check FileNet Database is responding to query
- Check FileNet Database windows services
- Check FileNet Content Navigator Database Query
- Check FileNet Global Configuration Database Query

1.1.4 Content Engine Performance (FileNet Content Engine performance)

- Check FileNet Content Engine Login
- Check FileNet Content Engine Create Folder
- Check FileNet Content Engine Create Document
- Check FileNet Content Engine Document Check Out
- Check FileNet Content Engine Document Retrieval
- Check FileNet Content Engine Document Check In
- Check FileNet Content Engine Delete Document
- Check FileNet Content Engine Delete Folder
- Check FileNet Content Engine Query (typical queries follow, any CE query can be used)
 - Check Subscription Queue Items with no Retry
 - Check Offline Storage Areas
 - Check Count of Online Storage Areas
- Check FileNet Content Engine Retrieve Existing Document by Name
- Check FileNet Content Engine Retrieve Existing Document by Object ID
- Check FileNet Content Engine Logoff

1.1.5 Process Engine Processing (FileNet Process Engine processing)

- Check FileNet Process Engine Logon
- Check FileNet Process Engine Roster Name Count
- Check FileNet Process Engine Work Class Name Count
- Check FileNet Process Engine Queue Name Count
- Check FileNet Process Engine Queue Element Count for a Queue
- Check FileNet Process Engine Queue Element Count for All Queues
- Check FileNet Process Engine Step Element Count for a Queue
- Check FileNet Process Engine Step Element Count for All Queues
- Check FileNet Process Engine Logoff

1.1.6 Client Access (FileNet Application access)

- Check FileNet Workplace Login
- Check FileNet Workplace XT Login
- Check FileNet ACCE Login
- Check FileNet Content Navigator Login | Search | Retrieval
- Check FileNet Case Manager Login

1.1.7 CMIS Performance (FileNet CMIS 1.0/1.1 Interface performance)

- Check FileNet Object Store using CMIS
- Create Folder in FileNet using CMIS
- Create Document in FileNet using CMIS
- Check Out Document from FileNet using CMIS
- Retrieve Document Information from FileNet using CMIS
- Retrieve Document from FileNet using CMIS
- Check In Document in FileNet using CMIS
- Delete Document from FileNet using CMIS
- Delete Folder from FileNet using CMIS
- Query FileNet Object Store using CMIS
- Retrieve Existing Document from FileNet Object Store using CMIS

1.1.8 Metrics (FileNet operating performance)

- Check FileNet IBM Listener Counters (Typical examples follow, any of the hundreds of IBM Listener counter can be tested and saved as a metric value)
 - Ad Hoc Query\Ad Hoc Queries
 - Content Elements Added
 - Content Elements Deleted
 - Size of Content Elements
 - RPC\ExecuteSearch\ Requests Failed
 - RPC\GetObjects\ Requests Failed
 - User\ObjectStore\Document\Creates
 - User\ObjectStore\Document\Deletes
 - JVM Memory Statistics\Memory usage of heap for object allocation

1.2 Content Engine Bulk Import Tool (CEBIT)

The IBM FileNet P8 Wizard can be extended to observe the health and status of high-volume bulk loading of object stores. These capabilities include:

- Check single or multiple CEBIT process status
- Actively monitor CEBIT journal files for errors and exceptions
- Monitor pending “batches”
- Alert on number of batches
- Alert on batch errors
- Remediate issue with preemptive repair
- Monitor document processing activity
- Maintain unattended CEBIT ingestion performance for maximum throughput

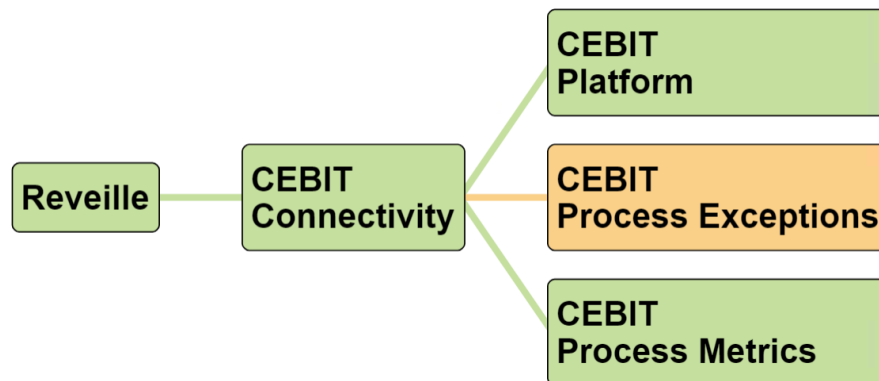


Figure 4: Example IBM FileNet P8 CEBIT Monitor

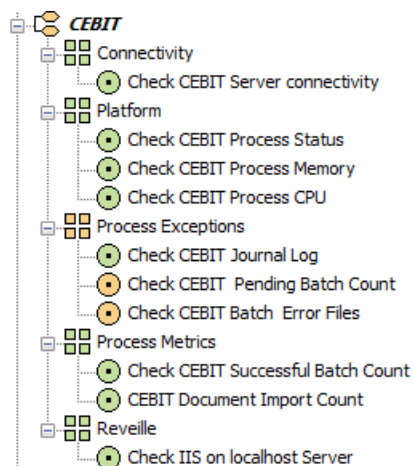


Figure 5: IBM FileNet P8 CEBIT Monitor Tests

2 IBM FileNet P8 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 FileNet P8. 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 IBM FileNet P8 Content Platform Engine object growth and performance
- Tracking IBM FileNet P8 Content Platform Engine indexing jobs operational health
- Tracking IBM FileNet P8 Content Platform Engine queue levels
- Tracking IBM FileNet P8 Content Platform Engine step levels
- Tracking IBM Content Navigator user activity and response times
- Tracking IBM FileNet P8 Listener counters such as those for database, search, and object stores.

Name (372)	Enabled	Date Modified	Description
IBM.FileNet.CE.ContentElementC...	Yes	6/22/2018 12:18:12 AM	CE Element Count
IBM.FileNet.CE.DocumentCheckIn	Yes	2/23/2018 5:14:32 AM	CE Document Check In time in seconds
IBM.FileNet.CE.DocumentCheckOut	Yes	2/23/2018 5:14:43 AM	CE Document Check Out time in seconds
IBM.FileNet.CE.DocumentCreate	Yes	2/23/2018 5:14:52 AM	CE Document Create time in seconds
IBM.FileNet.CE.DocumentDelete	Yes	2/23/2018 5:15:10 AM	CE Document Delete time in seconds
IBM.FileNet.CE.DocumentRetrieve	Yes	2/23/2018 5:15:26 AM	CE Document Retrieve time in seconds
IBM.FileNet.CE.DocumentRetrie...	Yes	2/23/2018 12:06:41 AM	CE Document Retrieve by Name time in seconds
IBM.FileNet.CE.FolderCreate	Yes	2/23/2018 5:15:42 AM	CE Folder Create time in seconds
IBM.FileNet.CE.FolderDelete	Yes	2/23/2018 5:15:53 AM	CE Folder Delete time in seconds
IBM.FileNet.CE.IndexJobPending...	Yes	10/23/2011 8:00:48 PM	CE Index Jobs Pending Count
IBM.FileNet.CE.IndexJobProcess...	Yes	10/23/2011 8:00:59 PM	CE Index Job Processing Count
IBM.FileNet.CE.IndexJobTerminat...	Yes	10/23/2011 8:01:17 PM	CE Index Job Terminated Count
IBM.FileNet.CE.Login	Yes	2/23/2018 5:16:14 AM	CE Login time in seconds
IBM.FileNet.CE.Logoff	Yes	2/23/2018 12:07:23 AM	CE Logoff time in seconds
IBM.FileNet.CE.QueryResult	Yes	10/23/2011 8:00:31 PM	CE Query Result Count
IBM.FileNet.CEBIT.EOB.FileCount	Yes	9/13/2013 4:07:14 AM	Number of Pending Files
IBM.FileNet.CEBIT.ERR.FileCount	Yes	9/13/2013 3:55:29 AM	Number of Error Files
IBM.FileNet.CEBIT.Import.DocCount	Yes	9/13/2013 3:56:06 AM	Number of Imported Documents
IBM.FileNet.CEBIT.Journal.ERRCo...	Yes	4/23/2013 11:06:31 AM	Number of Errors for time period found in Journal File

Schedule	Failure Status	Description
	Warning	• Percent Change in Value: 5 • Error Message: Metric <%=MetricName%> failed with a value of <%=MetricValue%>

Figure 6: Reveille Metric Manager

2.1 IBM FileNet P8 Dashboard Metrics

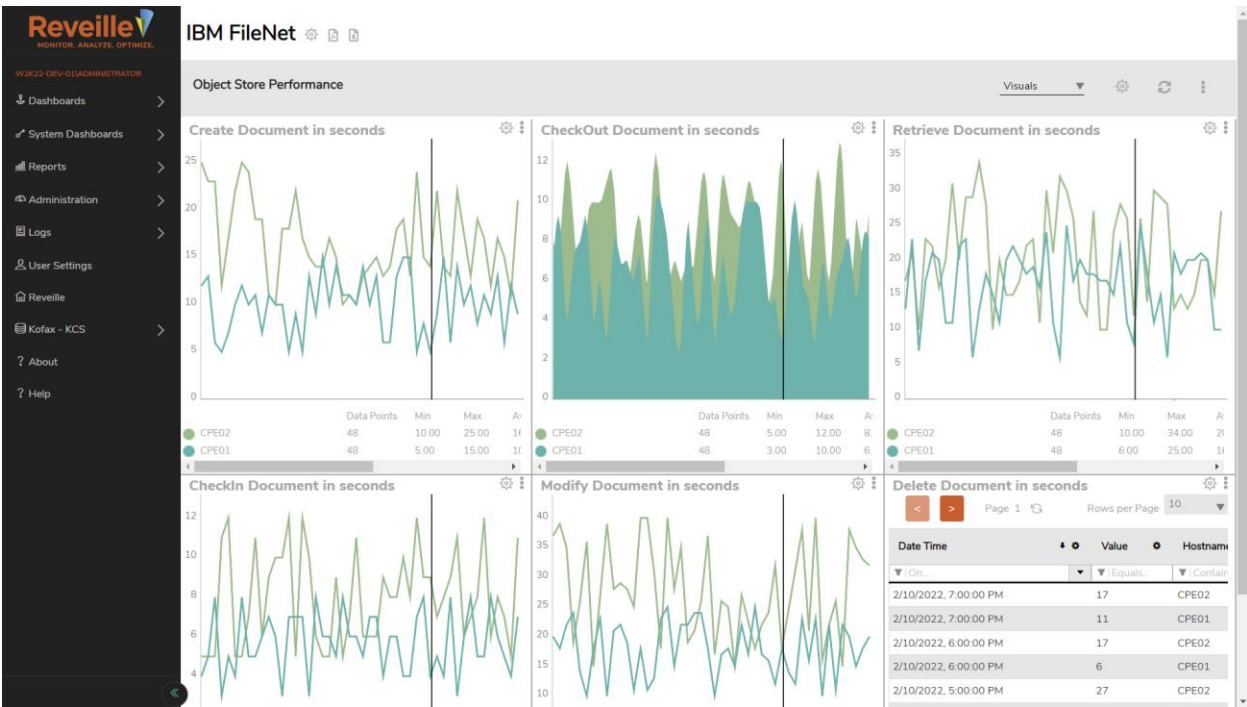


Figure 7: IBM FileNet P8 Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example dashboard view shows document performance transactions for different object stores. This information is helpful for understanding IBM FileNet CPE capacity. Reville can also evaluate any of the hundreds of IBM Listener counters available from IBM FileNet P8 as shown below.

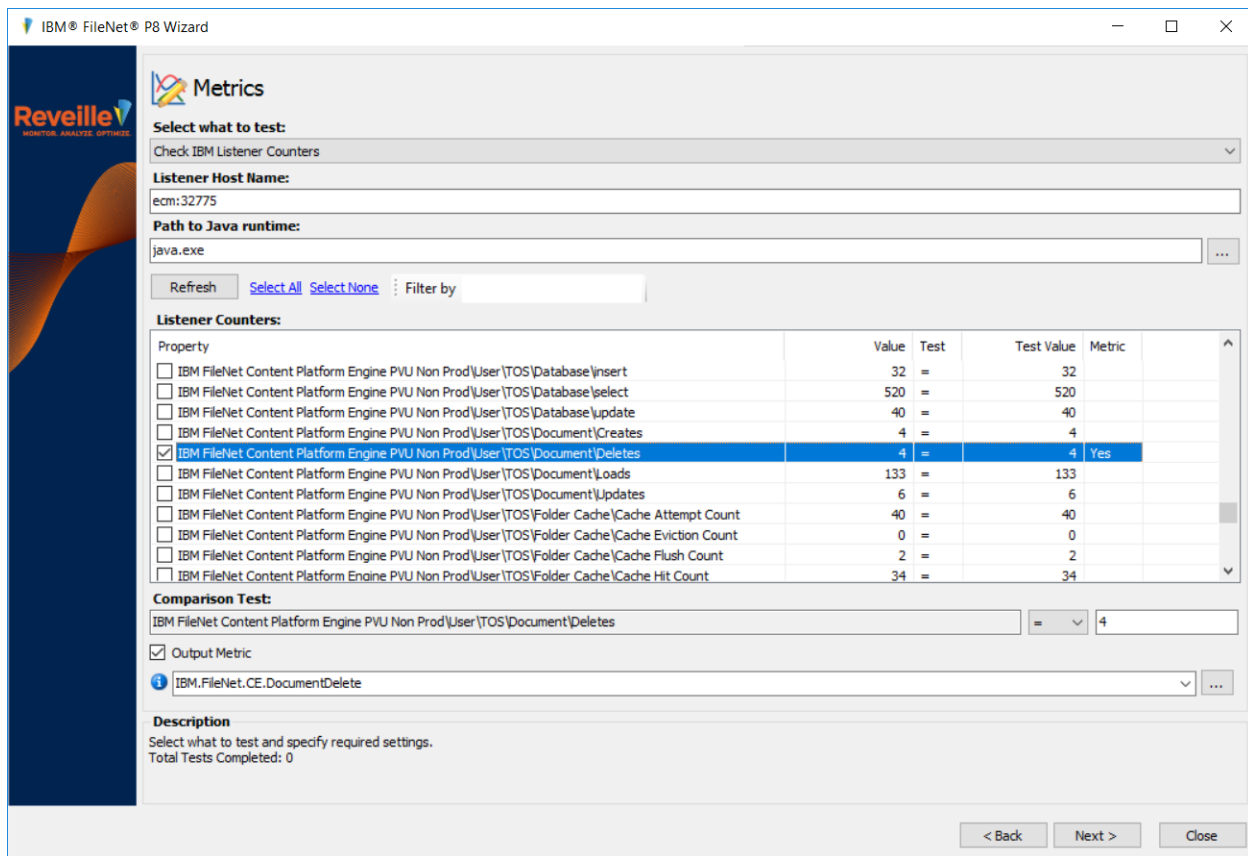
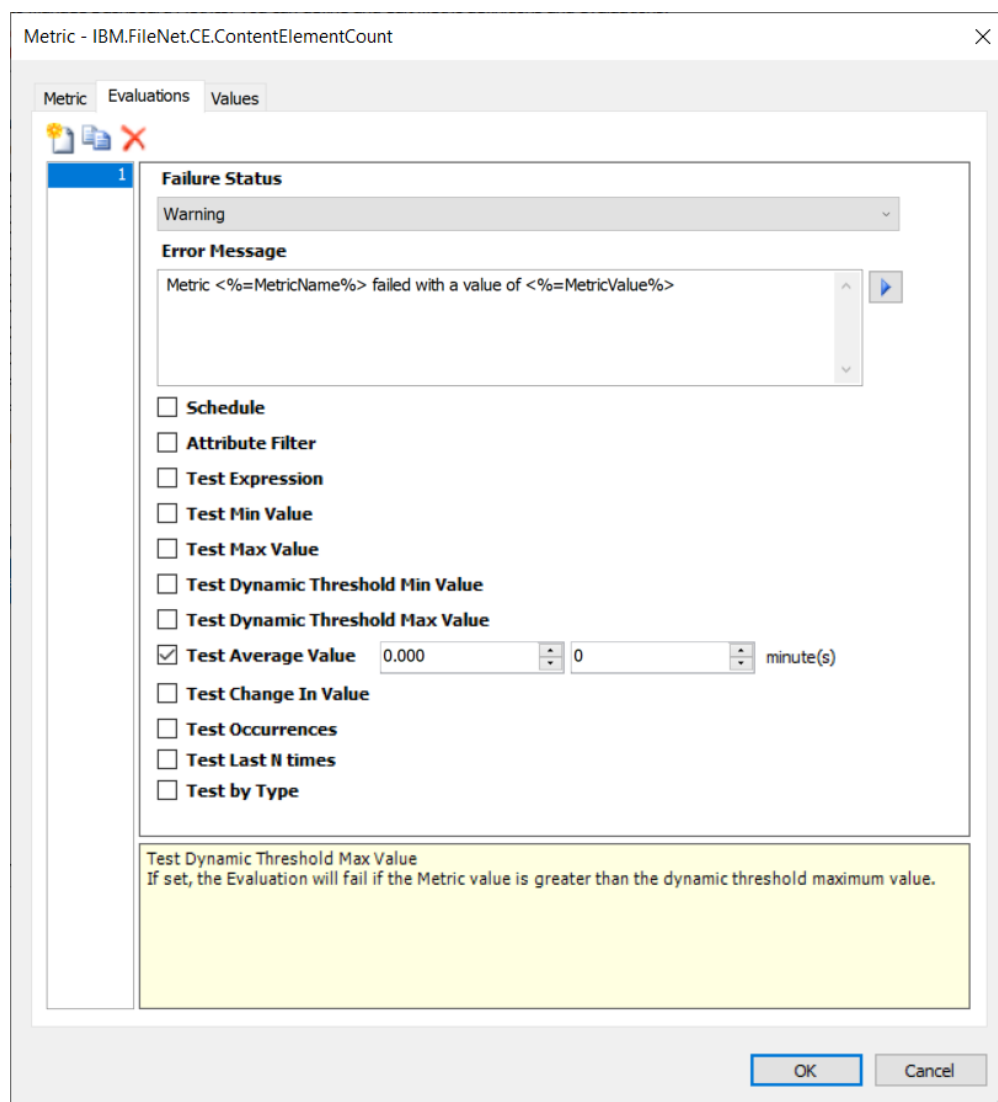


Figure 8: IBM FileNet P8 Metrics

The pre-packaged IBM FileNet P8 metrics allows 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 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 IBM FileNet P8 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.



The image shows a 'Metric - IBM.FileNet.CE.ContentElementCount' dialog box with three tabs: 'Metric', 'Evaluations', and 'Values'. The 'Evaluations' tab is active, showing a list of evaluation rules on the left and a configuration area on the right. The configuration area includes a 'Failure Status' dropdown set to 'Warning', an 'Error Message' text box containing 'Metric <%=MetricName%> failed with a value of <%=MetricValue%>', and a list of test types with checkboxes. The 'Test Average Value' checkbox is checked, with input fields for '0.000' and '0' followed by 'minute(s)'. A yellow warning box at the bottom explains the 'Test Dynamic Threshold Max Value' option. 'OK' and 'Cancel' buttons are at the bottom right.

Metric - IBM.FileNet.CE.ContentElementCount

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

☒ 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 9: Metric Evaluation Definition

2.2 IBM FileNet P8 User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding IBM FileNet 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 FileNet P8 investments for IBM Content Navigator, ACCE, Web Services, and CMIS REST based 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.



Figure 10: FileNet Application Security Dashboard

Start Time	User ID	Client IP	Client Port	Server IP	Server Port	Duration	Transaction	ObjectStore	Custom Field
2/10/2022 17:39:05.047	Dcarter	10.0.20.65	38804	10.0.60.140	9080	0.248	Delete Document	P8ConfigObjectStore	Objectid: BD
2/10/2022 17:39:05.037	Theonard	10.0.20.67	38804	10.0.60.140	9080	0.248	Delete Document	P8ConfigObjectStore	Objectid: BD
2/10/2022 17:39:01.520	Sthomas	10.0.20.61	38804	10.0.60.140	9080	0.248	Delete Document	P8ConfigObjectStore	Objectid: BD
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: R Objectid: BD
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: R Objectid: BD
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: R Objectid: BD
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: R Objectid: F9
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: R Objectid: BD

Figure 11: IBM Content Navigator User Activity Details

Start Time	User ID	Client IP	Client Port	Server IP	Server Port	Duration	Transaction	ObjectStore	Custom Field
2/10/2022 17:37:29.450	Elarson	10.0.20.64	50516	10.0.60.140	9443	0.024	Get Document	P8ConfigObjectStore	
2/10/2022 17:37:29.327	Elarson	10.0.20.64	50516	10.0.60.140	9443	0.013	Check Out Document	P8ConfigObjectStore	
2/10/2022 17:37:29.247	Elarson	10.0.20.64	50516	10.0.60.140	9443	0.114	Check In Document	P8ConfigObjectStore	
2/10/2022 17:37:29.203	Sthomas	10.0.20.61	50516	10.0.60.140	9443	0.007	Get Step Elements		
2/10/2022 17:37:29.167	Sthomas	10.0.20.61	50516	10.0.60.140	9443	0.007	Get Step Elements		

Figure 12: IBM Web Services Activity Details

Reveille

MONITOR, ANALYZE, OPTIMIZE

WORKFLOW ADMINISTRATOR

System Dashboards

Applications

Protocols

Message Details

Message Flow

Message Performance

Protocol Status

Reports

Logs

Administration

About

Help

Protocols / Message Details

IBM DB2 DRDA

IBM DB2 DRDA since 2/2/2022 11:59 PM
Sorted by Message Time Descending

Viewing Page 1

Save

Rows per Page1000

Message Time	User ID	Client IP	Server IP	Bytes Sent	Bytes Received	Total Bytes	Duration	Type
— 2/10/2022 17:42:52.680	Administrator	192.168.0.8:60444	10.0.63.9:51500	51	0	51	0.009	Query SQL
Message Data								
Data Name	Data Value							
Query	SET CLIENT WRKSTNNAME '10.0.60.204'							
— 2/10/2022 17:42:52.680	Administrator	192.168.0.8:60444	10.0.63.9:51500	64	0	64	0.009	Query SQL
Message Data								
Data Name	Data Value							
Query	SELECT COUNT(*) FROM TABLE(DB_PARTITIONS) AS T							
+ 2/10/2022 17:42:52.680	Administrator	192.168.0.8:60444	10.0.63.9:51500	151	229	380	0.009	EXECUTE Quer
+ 2/10/2022 17:42:51.597		192.168.0.4:60444	10.0.63.9:51500	51	0	51	0.009	Query SQL
+ 2/10/2022 17:42:51.597		192.168.0.4:60444	10.0.63.9:51500	64	0	64	0.009	Query SQL
+ 2/10/2022 17:42:51.597		192.168.0.4:60444	10.0.63.9:51500	151	229	380	0.009	EXECUTE Quer
+ 2/10/2022 17:42:50.900		192.168.0.7:60444	10.0.63.9:51500	151	229	380	0.009	EXECUTE Quer
+ 2/10/2022 17:42:50.900		192.168.0.7:60444	10.0.63.9:51500	51	0	51	0.009	Query SQL
+ 2/10/2022 17:42:50.900		192.168.0.7:60444	10.0.63.9:51500	64	0	64	0.009	Query SQL
+ 2/10/2022 17:42:50.814	Administrator	192.168.0.10:60445	10.0.63.9:51500	110	0	110	0.143	Query SQL
+ 2/10/2022 17:42:50.814	Administrator	192.168.0.10:60445	10.0.63.9:51500	137	231	368	0.143	EXECUTE Quer

Figure 13: IBM FileNet P8 DB2 Message Activity

3 Common Reveille for IBM FileNet P8 Use Cases

How can we reduce the amount for manual observation / execution of manual checklists for monitoring IBM FileNet P8?

- Eliminate IBM FileNet P8 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 IBM FileNet P8 object store and when? How can we know when abnormal user access has taken place? How can we audit IBM Administrative Console for Content Engine (ACCE) transactions that modify IBM FileNet operation and configuration?

- 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. Reveille captures IBM ACCE transaction user activity that is useful for audit reviews and compliance records.

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 IBM FileNet P8 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 – Content Platform Engine Object Store Activity
 - Dashboard metrics – Content Platform Engine Processing Activity
 - Dashboard metrics – Content Platform Engine Database Activity

How can we implement quickly and leverage best practice monitoring?

- Reveille has a large amount of “out of the box” components for IBM FileNet P8
- Reveille’s IBM FileNet P8 monitor template jumpstarts monitor creation
- The Reveille implementation team has deep IBM ECM experience

How can we plan capacity needs to handle user growth?

- Reveille dashboard metrics gather baselines of IBM FileNet P8 operating performance
- Reveille User Analytics objectively understands IBM FileNet P8 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.

- The Reveille solution decreases the amount of time spent supporting the IBM FileNet P8 applications by:
 - Customers typically see a reduced number of support tickets for IBM FileNet P8
 - Customers typically see shortened TTR for remaining, legitimate application issues
 - Coordination with IBM’s support resources is greatly enhanced

We need a IBM FileNet P8 application monitoring tool that does not require relearning of IBM FileNet P8 interfaces, heavy customer ‘integration’ and maintenance, and keeps pace with IBM FileNet P8 platform advances.

- Reveille also works ‘out of the box’ with IBM CMOD Multiplatforms, 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 IBM FileNet P8, in conjunction with other Reveille infrastructure wizard tests, deliver unmatched, comprehensive monitors to track, diagnose, repair, and report the IBM FileNet P8 specific operational exceptions – with IBM FileNet P8 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 FileNet P8 user activity (at the IBM FileNet P8 application transaction level) and of the IBM FileNet P8 platform. Reveille for IBM FileNet P8

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



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