



Reveille for Tungsten Automation (f/k/a Kofax)

Technical Overview

2026

Reveille 

1 Reveille for Tungsten Automation Technical Overview

Reveille for Tungsten Automation provides agentless application management testing & monitoring capabilities to ensure the continued health and productivity of the Tungsten Automation enterprise capture platform operating on-premises or in the cloud. The Tungsten Automation wizards provide over 100 pre-built, out-of-the-box tests that exercise the critical points of Tungsten Automation platforms, ensuring peak application availability. Over 180 dashboard metrics are included or key performance indicators (KPIs) that can be tracked over time to provide an at-a-glance view of historical system performance such as batch queue counts, licenses in use, and batch aging. This broad coverage delivers active and preventive monitoring to avoid red level issues for Tungsten Automation environments, improve capture process visibility, and provide granular intraday Tungsten Automation threshold-based metrics for real-time management decision making. Reveille conditionally triggered proactive capabilities reduce processing bottlenecks, redrive repository connections, and can execute PowerShell based recovery scripts. 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.

The Reveille for Tungsten Automation monitor can be extended using Reveille infrastructure wizards for additional database (SQL Wizard), REST or web services based applications, 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 component can be added to a Reveille monitor and leverage all Reveille core functionality.

Reveille for Tungsten Automation supports the following Tungsten Automation products:

- Tungsten Automation Capture
- Tungsten Automation Communication Server
- Tungsten Automation Front Office Server
- Tungsten Automation Front Office Server MFP
- Tungsten Automation TotalAgility

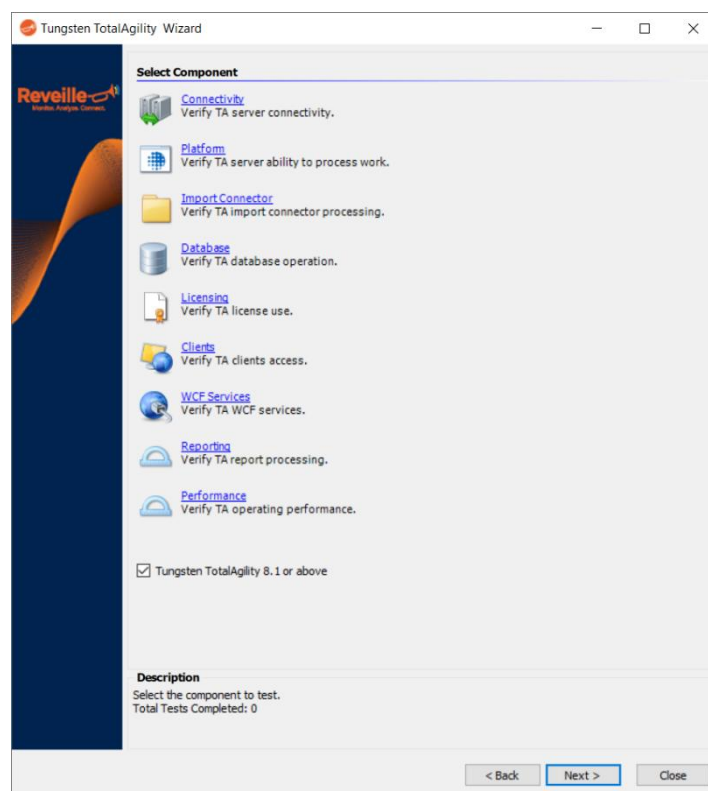


Figure 1: Tungsten Automation TotalAgility Wizard

- Tungsten Automation Transformation Modules
- Tungsten Automation VirtualReScan
- Tungsten Automation Import Connector
- Tungsten Automation Reporting
- Tungsten Automation RPA (see separate technical overview)

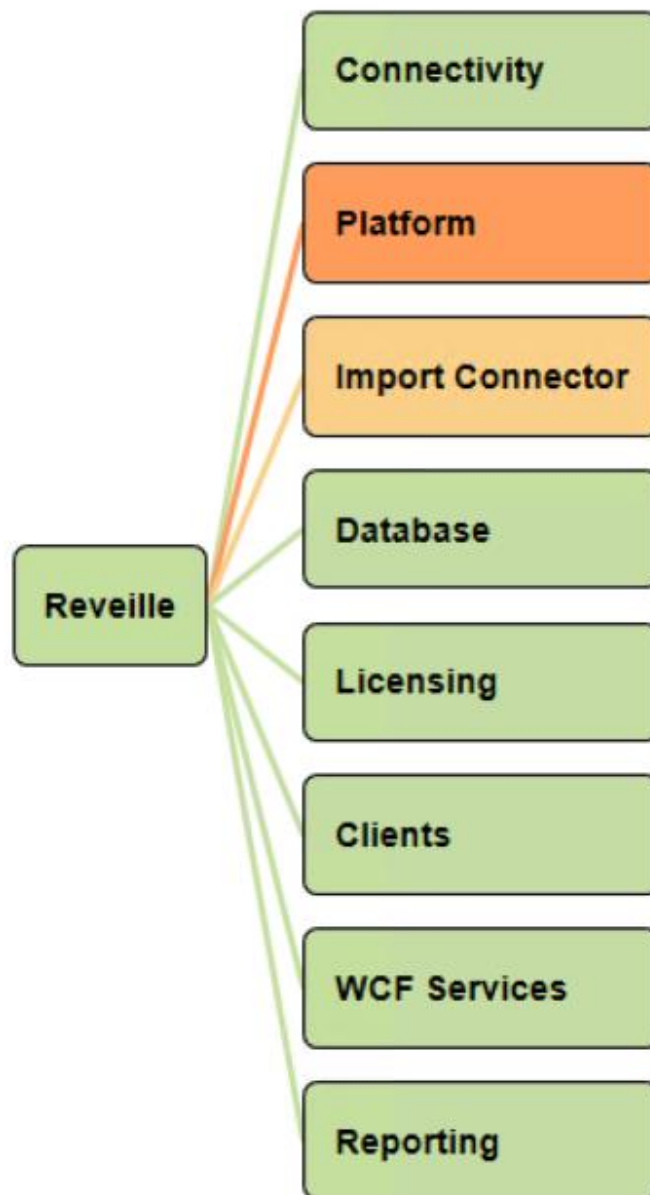


Figure 2: Tungsten Automation TotalAgility Monitor created by the TotalAgility Wizard

1.1 Tungsten Automation TotalAgility (TA) 'Out of the Box' Component Test Details

1.1.1 Connectivity (TA platform machines available)

- TA web servers available
- TA application servers available
- TA database servers available
- TA transformation servers available
- Tungsten Automation Search and Matching Server servers available
- Check Fax servers available
- Check Email servers available
- Check Import folder servers available

1.1.2 Platform (TA platform available to process work)

- Check TA Server Free Space
- Check TA Services
- Check TA Web Server
- Check TA License Service is responding
- Check TA Windows Error Log
- Check TA Job Processing

1.1.3 Database (TA database available)

- Check SQL Server Services
- Check TA Database
- Check TA Documents Database
- Check TA Reporting Database
- Check TA Reporting Staging Database
- Check TA Simulator Database
- Check TA Database Sizes
- Check TA Database Backups

1.1.4 Import Connector (TA import connector available to process work)

- Check TA Email inbox access
- Check TA Email folder item count
- Check TA Import Folder file age count
- Check TA Import Folder total file count
- Check TA Import Connector status
- Check TA Import Connector storage
- Check TA Import Connector message waiting count
- Check TA Import Connector message failed count
- Check TA Import archive folder access
- Check TA Fax FOIP server port
- Check TA SMTP server

1.1.5 Clients (TA client's availability)

- Check TA Workspace Login
- Check TA Designer Access
- Check TA SDK Interface
- Check TA Device Manager Interface

1.1.6 Licensing (TA licensing usage)

- Check TA Volume Licensing
- Check TA Station Licensing
- Check TA License Expiration

1.1.7 WCF Service Metrics (TA WCF services metrics)

- Check TA WCF Services Metrics

1.1.8 Reporting (TA report processing)

- Check TA Report Data Aging
- Check TA Report Data Record Count

1.1.9 Performance (TA operating performance)

- Check TA Core Worker Worker Tasks Taken
- Check TA Core Worker Threads Active
- Check TA Core Worker Items in Thread Pool
- Check TA Core Worker System Tasks Taken
- Check TA Core Worker Locked Activities
- Check TA Search and Matching Server
- Check TA Export Service

1.2 Tungsten Automation Capture Wizard Test Details

1.2.1 Connectivity (Tungsten Automation Capture platform machines available)

- License server(s) can be pinged
- Module servers (any host on which a module is running) can be pinged
- Database server can be pinged
- TCN Server can be pinged

1.2.2 Platform (Tungsten Automation Capture platform available to process work)

- License server is responding to license requests
- SNMP is returning MIB counter values for Tungsten Automation Capture
- File folder cache file path is accessible (Local or UNC Path to directory)
- Replication file path is accessible (Local or UNC Path to directory)
- TCNS web server is serving web pages
- TCN Service is functioning
- Check Tungsten Automation Capture Services
- Log files size is too large (Local or UNC Path to files)
- Free disk space is too low

1.2.3 Database (database available)

- Tungsten Automation Capture Database is responding to query
- Check database services are running (For Databases on Windows OS)

1.2.4 Capture Metrics (Operational throughput and exceptions)

- Queue counts are too low or too high
- Batch count for overall system is too high
- Batch time in system is too long
- Un-attended modules are processing work too slowly
- Attended modules are processing work too slowly
- TCN Server Queue count with 'in progress' status is too high

1.2.5 Capture Licensing (License usage)

- Volume licenses available page count is too low
- License expiration
- Station use is too high
- Backup license server is available

1.2.6 Remote Site (Remote site availability, currency, and processing)

- Remote Site can be pinged
- Remote Site has checked in near the scheduled time based on the synchronization settings
- Remote site has successfully downloaded batch classes within the configured polling interval*
- Remote Site Batch count is too high

1.2.7 Email Import Connector (Email server availability, currency, and processing)

- Ping Email server
- Import Connector Email Service is running
- Check Mail Box for number of items

1.2.8 Web Services Import Connector (Web Service availability, currency, and processing)

- Ping Web Service Server
- Import Connector Web Services is responding
- Import Connector Web Services is running
- Number of XML error files in \Error directory

1.3 Tungsten Automation Transformation Modules Wizard Test Details

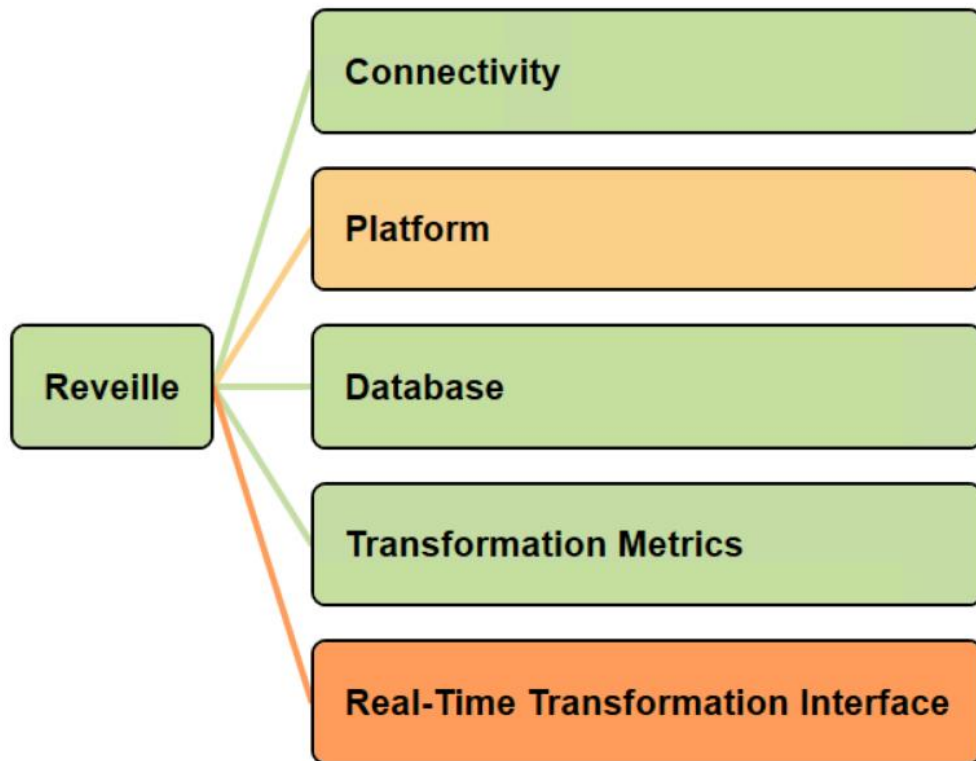


Figure 3: Example Tungsten Automation Transformation Modules Monitor

1.3.1 Connectivity (TT platform machines available)

- TT Module servers (any host on which a module is running) can be pinged
- TT Statistics Database server can be pinged

1.3.2 Platform (TT platform available to process work)

- Check TT Services
- Check TT Windows Event Log messages
- TT Log files size is too large (Local or UNC Path to files)
- TT Search Daily Log File
- TT Server Free disk space is too low

1.3.3 Database (TT Statistics database available)

- TT Statistics Database is responding to query
- Check TT Statistics Database services are running (For SQL Server based Statistics Database on Windows OS)

1.3.4 Transformation Metrics (Operational throughput and exceptions)

- TT Queue counts are too low or too high
- TT Field Accuracy is too high (rejection/incorrect) or too low (correct)
- TT Unattended modules are processing work too slowly
- TT Attended modules are processing work too slowly

1.3.5 Real-Time Transformation Interface (RTTI operations, exceptions, and throughput)

- Check RTTI event log messages
- Check RTTI web access
- Check RTTI request count
- Check RTTI requests executing
- Check RTTI failure count
- Check RTTI request execution time of last request
- Check RTTI average request duration
- Check RTTI average request duration for the last minute
- Check RTTI worker processes
- Check RTTI worker processes available
- Check Mobile ID Capture web service

1.4 Tungsten Automation Virtual Rescan Wizard Test Details

1.4.1 Connectivity (VRS network connectivity)

- Check Connectivity of Tungsten Automation VRS workstation

1.4.2 Platform (VRS platform available to gather metrics)

- SNMP is returning MIB counter values for Tungsten Automation VRS workstation*
- Check Scanner Make/Model
- Check Scanner Firmware level

1.4.3 Scanner Metrics (Scanner device health, throughput, and exceptions)

- Rate of pages scanned is too low
- The number of sheets scanned between feeder errors is too low
- The number of sheets scanned between multi feeder errors is too low
- The number of sheets scanned between paper jam errors is too low
- The number of sheets scanned between camera health sheet scans is too high
- Too much time has elapsed since the last camera health sheet scan
- The roller health percent is too low
- The uniformity percent is too low
- The clarity percent is too low

1.5 Tungsten Automation Communication Server Wizard Test Details

1.5.1 Connectivity (TCS platform machines available)

- TCS TCOSS servers can be pinged
- TCS TC/LINK servers can be pinged
- TCS Mail/Message servers can be pinged

1.5.2 Platform (TCS platform available to process work)

- Check TCS platform services
- Check TCS web interface services
- TCS Server free disk space is too low
- Check Mail/Message services connected
- Check TCS Tandem Server disk status
- Check TCS Tandem Server disk blocks
- Check TCS Tandem Server monitor time

1.5.3 Database (TCS databases available)

- Check TCS monitoring database
- Check TCS TC/Report database
- Check TCS TC/Probe database
- Check if database services are running (For SQL Server Databases on Windows OS only)

1.5.4 Communication Server Metrics (Operational throughput)

- Check TCS message queue is too high or too low
- Check TCS messages are processing too slowly
- Check TCS message queue for number of pages is too high

1.5.5 Communication Server Licensing (License usage)

- Number of license registrations in use is too high or too low

1.5.6 Application Servers (TCS applications server health and operation)

- Check TCS application server status

- Check TCS number of running applications
- Check TCS number of stopped applications

1.5.7 Applications (TCS applications health and operation)

- Check TCS application status
- Check TCS application message rate is too low
- Check TCS application message count is too high

1.5.8 Messaging Servers (TCS message server health and operation)

- Check TCS message server number of user sessions is too high
- Check TCS message server number of tech files is too high or too low
- Check TCS message server percentage of tech files in use is too high or too low
- Check TCS message server number of send orders is too high
- Check TCS message server percentage of sent orders is too high
- Check TCS message server percentage of messages used is too high or too low
- Check TCS message server mail system free size is too low
- Check TCS message server percentage of mail system size is too low
- Check TCS message server number of broadcast jobs is too high or too low
- Check TCS message server percentage of unconfirmed short term archive entries is too high
- Check TCS message server percentage size of unconfirmed archive entries is too high
- Check TCS message server number of address book entries is too high or too low
- Check TCS message server percentage of address book entries is too high or too low
- Check TCS message server number of user store entries used is too high or too low
- Check TCS message server percentage of user store entries used is too high or too low
- Check TCS message server number of unread messages for a user is too high
- Check TCS message server status of a channel
- Check TCS message server mode of a channel
- Check TCS message server number of defined channels is too high or too low

1.6 Tungsten Automation Front Office Server Wizard Test Details

1.6.1 Connectivity (TFS platform machines available)

- TFS servers can be pinged
- TFS database servers can be pinged
- TFS web servers can be pinged

1.6.2 Platform (TFS platform available to process work)

- Check TFS service
- Check TFS shared folder
- Check TFS server free disk space
- Check TFS web admin client access
- Check TFS thin client access
- Check TFS web service access
- Check TFS accepting requests
- Check TFS log files size
- Check TFS release error log file
- Check TFS release error file count

1.6.3 Database (TFS database available)

- Check TFS database
- Check if database services are running (For SQL Server Databases on Windows OS only)
- Check TFS database scan job table record count

1.6.4 Front Office Server Metrics (TFS Operational throughput)

- Check TFS in process transaction count
- Check TFS in process transaction age
- Check TFS KC release error count
- Check TFS server total transaction rate
- Check TFS application server transaction rate

1.6.5 Front Office Server MFP Processing (TFS MFP job submission)

- Check TFS MFP job submission

1.6.6 Front Office Server User Inbox (TFS User Inbox Operational throughput)

- Check TFS user inbox transaction count
- Check TFS user inbox transaction queue time

1.7 Tungsten Automation Front Office Server MFP Wizard Test Details

1.7.1 Connectivity (MFP platform machines available)

- MFP device can be pinged
- Check MFP device status
- Check MFP device errors

1.7.2 MFP Scanner (MFP device specific status)

- MFP device specific check 1
- MFP device specific check 2
- MFP device specific check x

1.8 Tungsten Automation Import Connector Wizard Test Details

1.8.1 Connectivity (TIC platform machines available)

- TC servers available
- Fax servers available
- Email servers available
- Web Service servers available
- Import folder servers available

1.8.2 Platform (TIC platform available to process work)

- Check TIC services (message connector/KC plug-in)
- Check TIC server free disk space
- Check TIC archive folder access
- Check TIC windows event log
- Check TIC KC Plug-In log files size
- Check TIC web service access
- Check TIC web service accepting requests
- Check TIC message connector storage available
- Check TIC KC Plug-In connection status
- Check TIC message connector status
- Check TIC SMTP server

1.8.3 Import Connector Server Metrics (TIC Operational throughput)

- Check TIC messages waiting counts by media type
- Check TIC messages failing count
- Check TIC license state

1.8.4 Import Connector Email Processing (TIC Email Import Operations)

- Check Email inbox access
- Check Email folder item count

1.8.5 Import Connector Import Folder Processing (TIC Folder Import Operations)

- Check Import Folder file age count
- Check Import Folder total file count
- Check Import Folder server disk space

1.8.6 Import Connector Fax Processing (TIC Fax Import Operations)

- Check Fax FOIP server port
- Check Fax Server disk space

1.9 Tungsten Automation Reporting Wizard Test Details

1.9.1 Connectivity (TR platform machines available)

- WSA (web service architecture) application sender servers can be pinged
- WSA central site receiver servers can be pinged
- ESB servers can be pinged
- ETL agent server can be pinged
- Staging database server can be pinged
- Warehouse database server can be pinged
- Platform (TR platform available to process work)

1.9.2 Platform (TR platform available to process work)

- Check TR central site services
- Check TR application sender services
- Check TR ETL agent services
- Check Message Queue (MSMQ) TR central site server service
- Check Message Queue (MSMQ) TR application sender server service
- Check TR central site server free disk space
- Check TR ETL server free disk space
- Check TR central site receiver status
- Check TR application sender status
- Check TR central site server windows event log
- Check TR application receiver windows event log
- Check TR ETL server windows event log
- Check TR ETL log files error count

1.9.3 Database (TR database available)

- Check TR database service
- Check TR database is responding to query
- Check TR database size

1.9.4 Reporting Metrics (TR operational throughput)

- Check WSA central site receiver inbound active messages
- Check WSA central site receiver inbound processed messages
- Check WSA central site receiver outbound active messages
- Check WSA central site receiver outbound processed messages
- Check WSA application sender inbound active messages
- Check WSA application sender inbound processed messages
- Check WSA application sender outbound active messages
- Check WSA application sender outbound processed messages
- Check Message Queue (MSMQ) TR central site performance
- Check Message Queue (MSMQ) TR application sender performance

2 Tungsten Automation 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 Tungsten Automation KPI's for display and reporting in Tungsten Automation dashboards. The dashboard functionality includes the ability to track site and server exception thresholds exposing elevated risk areas such as service delivery attainment, operational efficiency, and compliance issues with Tungsten Automation. Additional metrics can be defined and added based on your requirements.

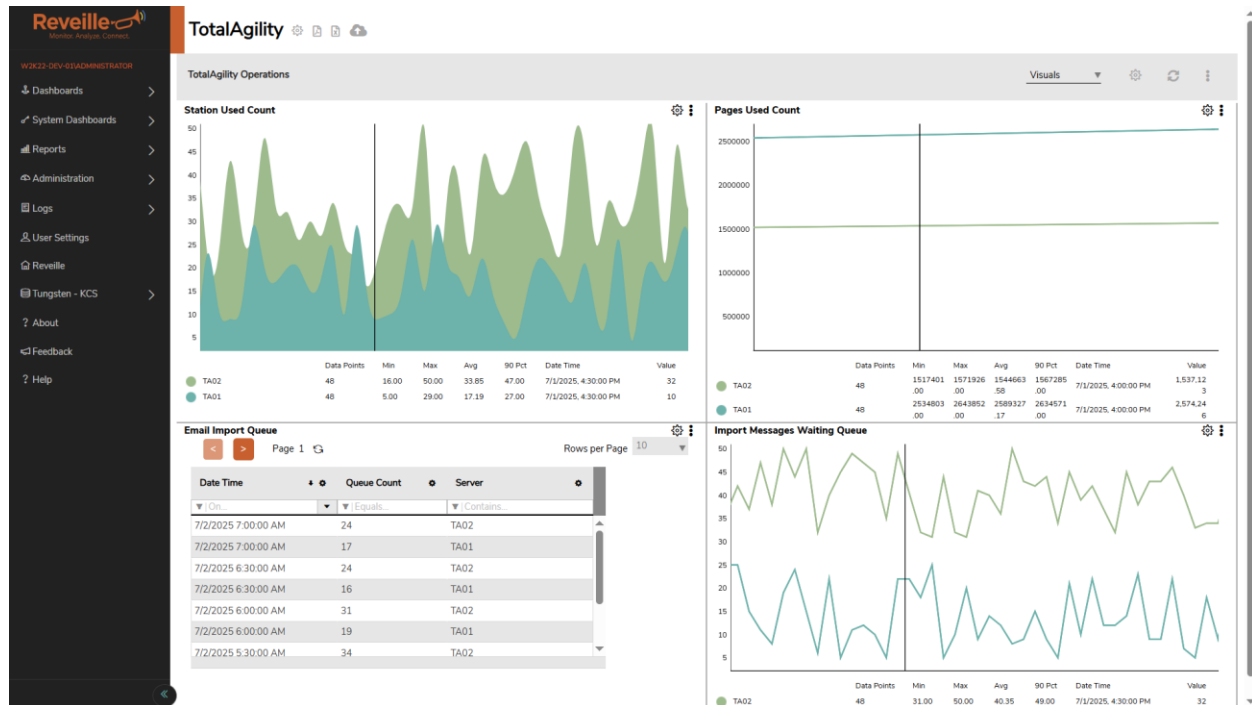


Figure 4: Tungsten Automation Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example shows Tungsten Automation license usage levels and ingestions processing. This information is helpful for tracking Tungsten Automation platform license usage and import exceptions.

Metrics are included for:

- Tracking of Tungsten Automation queue processing levels
- Tracking of Tungsten Automation import exceptions
- Tracking of Tungsten Automation server processing performance
- Tracking of Tungsten Automation platform service levels
- Tracking of Tungsten Automation license usage

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

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

Name (1367)	Enabled	Date Modified	Description
Tungsten.TA.CoreWorkerWorkerT...	Yes	2/12/2020 12:15:53 AM	TA Core Worker Worker Tasks Taken
Tungsten.TA.DatabaseSize	Yes	10/9/2016 1:28:31 PM	TA Database Size in MB
Tungsten.TA.DesignerLogin	Yes	10/9/2016 1:29:55 PM	TA Designer Login Time in seconds
Tungsten.TA.DeviceManagerLogin	Yes	10/9/2016 1:30:45 PM	TA Device Manager Login Time in seconds
Tungsten.TA.ExportServiceActiveCh...	Yes	2/11/2020 11:31:04 PM	TA Export Service Active Child Export Process Count
Tungsten.TA.ExportServiceChildPro...	Yes	2/11/2020 11:30:47 PM	TA Export Service Child Export Process Count
Tungsten.TA.ExportServiceLockedA...	Yes	2/11/2020 11:53:58 PM	TA Export Service Locked Automatic Activities Count
Tungsten.TA.ExportServiceLockedA...	Yes	2/12/2020 12:01:52 AM	TA Export Service Locked Activities per Minute
Tungsten.TA.ExportServiceRestart...	Yes	2/11/2020 11:33:03 PM	TA Export Service Restart Child Export Process Count
Tungsten.TA.Import.EmailInboxCount	Yes	10/28/2012 4:05:12 AM	Input Email Inbox Count
Tungsten.TA.Import.FileAgeCount	Yes	10/28/2012 4:06:35 AM	Import File Age Count
Tungsten.TA.Import.FileTotalCount	Yes	10/28/2012 10:58:56 ...	Import File Total Count
Tungsten.TA.MFP.Device.TotalCount	Yes	9/23/2024 3:52:35 PM	TA MFP Device Total Count
Tungsten.TA.MFP.Device.TotalNoC...	Yes	10/1/2024 2:43:03 PM	TA MFP No Contact by Device Total Count

Evaluations

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

Figure 5: Reville Metric Manager

By using the Reveille Tungsten Automation wizards, metrics are easy to create saving time and money. The out-of-the-box metrics comparisons include:

- Maximum or Minimum Value
- AI Machine Learning driven Dynamic Thresholds
- Numeric Range
- Percentage or Absolute Change
- Average Value
- Number of Occurrences
- Last N Times
- .NET expressions

Once defined and initiated, the Tungsten Automation 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 - Tungsten.TA.Import.FileAgeCount

Metric Evaluations

1 Failure Status

Severity 2

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

☐ Test Change In Value

☐ Test Occurrences

☐ Test Last N times

☐ Test by Type

Failure Status

Indicates the Test Status to use if the Evaluation fails.

OK Cancel

Figure 6: Metric Evaluation Definition

3 Tungsten Automation User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding Hyland OnBase 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 7: Tungsten Automation Application Security Dashboard

Reveille

Monitor. Protect. Control.

WORK2 DEV DRACADMINISTRATOR

System Dashboards

Applications

Application Details

Protocols

Reports

Logs

Administration

About

Help

Applications / Application Details

Transaction

Users

Hostname

Server IP

Client IP

Errors

All

All

All

All

All

Show Errors

Show Non-Errors

TotalAgility

View:

Time Span

Server Port

Client Port

All

Today

All Transactions for All Users All Hostnames since 7/1/2025 12:00 AM

Sorted by Start Time Descending

Viewing Page

1

Search

Rows per Page

500

	Start Time	User ID	Client IP	Client Port	Server IP	Server Port	Duration	Transaction	Custom Fields
+	7/1/2025 19:44:38.673	Bjones	10.0.20.166	10489	127.0.0.1	80	0.045	View Job	JobId: AT39C84551E61F0BC34005056BE14A3 JobStatus: Active CreatedBy: ITAUser2 ProcessName: Enhancement Request ExpectedFinish: 2025-06-25 17:05
+	7/1/2025 19:44:25.423	Gibrown	10.0.20.162	10497	127.0.0.1	80	0.008	Add Note	JobId: AT39C84551E61F0BC34005056BE14A3 NoteText: Sample Note
+	7/1/2025 19:44:22.797	Sroberts	10.0.20.169	10497	127.0.0.1	80	0.008	Add Note	JobId: AT39C84551E61F0BC34005056BE14A3 NoteText: Sample Note
+	7/1/2025 19:44:17.387	Ledwards	10.0.20.167	10497	127.0.0.1	80	0.011	Get Activities	QueryID: 43DAF3DEB7D541F19737F787EE8F21A4 ActivityCount: 4 JobCount: 4
+	7/1/2025 19:44:15.330	Westes	10.0.20.170	10497	127.0.0.1	80	0.02	Logout	

Figure 8: Tungsten Automation TotalAgility User Activity Details

4 Common Reveille Tungsten Automation Use Cases

Reveille provides quick benefits for typical Tungsten Automation use case scenarios; described in the following format.

4.1.1 Use case category

Use case question

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

4.1.2 Platform operating environment use cases:

Are the Tungsten Automation platforms (TA/TC/TM/TFS/TCS/VRS/TIC/TR products) operating correctly?

- Check that the Tungsten Automation modules are connected and active with the Tungsten Automation.
- Check the Tungsten Automation 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, repositories, etc.) available?

- Check that the output sources are available and online.

Are there any application platform errors or exceptions?

- Check the Tungsten Automation server event logs.

4.1.3 User Activity use cases:

How can we know who accessed TotalAgility, from where, 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.

4.1.4 Tungsten Automation operating environment use cases

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

- Check batch aging and counts for all Tungsten Automation modules.
- Check for batches in error by batch class.

Are all the scanners operating in a timely manner?

- Check the VRS efficiency.

Is TFS input capturing work in a timely and efficient manner?

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

Are there any application platform errors or exceptions?

- Check the Tungsten Automation server event log and product error logs.

4.1.5 Resource / capacity use cases:

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

- Check Tungsten Automation modules batch throughout.
- Check Tungsten Automation server CPU/Memory/Network performance.
- Check Tungsten Automation server free disk space.

Are customer SLA's being met?

- Monitor service level reporting.
- Dashboard batch level metrics for a process.
- Tungsten Automation export processing rate evaluation.

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

- Dashboard batch level metrics with unit cost for a module processing rate.

Are there enough Tungsten Automation modules for processing? What is my license station and page use count?

- Check the Tungsten Automation station license count and page count.
- Dashboard metrics with license and page counts.
- Check the batch levels for each Tungsten Automation module.
- Dashboard queue metrics with batch counts.

5 Summary

Reveille for Tungsten Automation, in conjunction with other Reveille infrastructure wizard tests, deliver unmatched, comprehensive monitors to track, diagnose, repair, and report the Tungsten Automation specific operational exceptions – with Tungsten Automation 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 Tungsten Automation 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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