



Reveille for OpenText Documentum Content Management

Technical Overview

2026

Reveille 

1 Reville for OpenText Documentum Content Management

Technical Overview

Reville integrates with Documentum Content Management and Documentum Content Management with D2 to provide a real-time dashboard that actively displays the health of the user experience and application processes. Reville for Documentum Content Management monitors each key component to diagnose and repair the cause of a problem proactively and automatically. The Reville platform offers AI machine learning (ML) algorithms to predict dynamic thresholds for reduced alerts from workload variations. The Reville platform supports the model context protocol (MCP) for communication with AI assistants and AI agents. This continuous monitoring leads to an excellent end-user experience and a smoother operation of the business process supported by the Documentum Content Management implementation. Reville supports on-premises and cloud operating OpenText Documentum Content Management environments.

As the only agentless monitoring system to integrate with Documentum Content Management, Reville for Documentum Content Management comes pre-configured with more than 100 Documentum Content Management-specific tests and over 60 Documentum Content Management metrics. These delivered tests are “Documentum Content Management application-aware,” meaning they are aimed at areas of Documentum Content Management known to need application monitoring and are designed to aid in the building of monitors for Documentum Content Management very rapidly. Reville for Documentum Content Management creates monitor probes to build a working Documentum Content Management monitor in minutes. This baseline auto discover monitor can be extended using a Documentum Content Management specific wizard leveraging tests from a pre-configured Documentum Content Management test library.

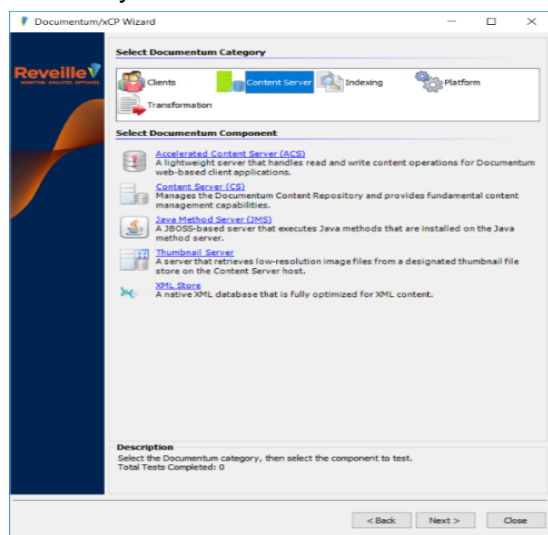


Figure 1: OpenText Documentum Content Management Wizard

The information that follows provides further detail for each these test categories. As with all “tests” in Reville for Documentum Content Management, the tests may be combined with other tests and resources to build comprehensive monitoring schemes for the most demanding Documentum Content Management implementations. Reville for Documentum Content Management not only observes the Documentum Content Management environment, but also can be expanded to manage the extended business application built around the Documentum Content Management implementation. This includes the ability to monitor partner based applications, such as custom DFS / REST

/ CMIS applications, and the ability to monitor business application interfaces. Where Documentum Content Management is integrated into business applications via direct database interaction, loosely coupled file movement, WSDL-based web services, or REST endpoints, Reveille provides a complete service level view of the entire business process. Reveille for Documentum Content Management also includes a full suite of infrastructure wizards to rapidly create application monitors for key integration points and application dependencies.

2 The OpenText Documentum Content Management/D2 Wizard Test Suite

Accelerated Content Server (ACS)

- ACS server: - Check ACS status for proper operation and responsiveness
- ACS Server Failure Count: - Check ACS JMX Agent attribute or method for proper ACS operation such as threshold for failed transactions processed by ACS server

Branch Office Caching Services (BOCS)

- Test Cache Space on BOCS Server: - Check BOCS JMX Agent attribute or method for proper BOCS operation such as threshold for cache space to accept documents for local storage and use
- Test Message Process Count on BOCS Server: - Check BOCS JMX Agent attribute or method for proper BOCS operation such as threshold for successful messages processed by BOCS server
- Test Message Failure Count on BOCS Server: - Check BOCS JMX Agent attribute or method for proper BOCS operation such as threshold for failed messages not processed by BOCS server

Client Transactions (DFC)

- Test Performance - Create Folder: - Validate a folder can be created in the Repository using DFC within a threshold service level
- Test Performance - Create Document: - Validate a document (select doc type and content type) can be created in the Repository using DFC within a threshold service level
- Test Performance - Check Out: - Validate a document version can be locked for use in the Repository using DFC within a threshold service level
- Test Performance - Get Document: - Validate a document can be retrieved successfully from the Repository using DFC within a threshold service level
- Test Performance - Check In: - Validate a document version can be unlocked for use in the Repository using DFC within a threshold service level
- Test Performance - Delete Document: - Validate a document can be deleted successfully from the Repository using DFC within a threshold service level
- Test Performance - Delete Folder: - Validate a folder can be deleted successfully from the Repository using DFC within a threshold service level

Documentum Content Management Mobile Server

- Test Mobile Server: - Check Mobile Server status.
- Test Mobile Server Repository Access: - Check Mobile Server repository access.

Client Transactions (DFS)

- Test Object Service - Create Folder: - Validate a folder can be created in the Repository using DFS Object Service within a threshold service level
- Test Object Service - Create Document: - Validate a document (select doc type and content type) can be created in the Repository using DFS Object Service within a threshold service level
- Test Object Service - Check Out: - Validate a document version can be locked for use in the Repository using DFS Version Service within a threshold service level
- Test Object Service - Get Document: - Validate a document can be retrieved successfully from the Repository using DFS Object Service within a threshold service level
- Test Object Service - Check In: - Validate a document version can be unlocked for use in the Repository using DFS Version Service within a threshold service level
- Test Object Service - Delete Document: - Validate a document can be deleted successfully from the Repository using DFS Object Service within a threshold service level
- Test Object Service - Delete Folder: - Validate a folder can be deleted successfully from the Repository using DFS Object Service within a threshold service level



**Figure 2: OpenText Documentum
Content Management xCP Monitor**

Java Method Server (JMS)

- JMS Status: - Check JMS operating status
- JMS Servlet Execution: - Check JMS ability to execute a Documentum Content Management servlet

Content Transformation Services (CTS/DTS/ADTS/MTS)

- Test CTS Total Task Count: - Check CTS total task count for a Repository
- Test CTS Queued Task Count: - Check CTS queued task count for a Repository
- Test CTS Profiles Availability: - Check CTS profile status using DFS transformation web services
- Test CTS Rendition Processing: - Check CTS rendition processing by submitting a CTS job for processing and verify job completion using DFS transformation web services

XML Store

- Test XML Hive Servlet: - Check XML hive servlet status
- Test XML Hive Database Port: - Check XML hive database connectivity
- Test XML Store Writable Status: - Check XML Store is available for writing
- Test XML Store Online Status: - Check XML Store is online to Repository

xPlore Indexing

- Test xPlore Search Instance: - Check xPlore search instance is available
- Test xPlore CPS Instance: - Check xPlore CPS instance is available
- Test xPlore Plugin Status: - Check xPlore Plugin is active for Repository
- Test xPlore xQuery Search Status: - Check xPlore xQuery search is enabled for Repository
- Test xPlore Administrator Console: - Check xPlore administrator console is available
- Test xPlore Index Agent Console Status: - Check xPlore indexing agent console is available
- Test xPlore Index Agent Status: - Check xPlore indexing agent JMX Agent attribute for proper operation such as status of running
- Test xPlore Index Pending Count: - Check xPlore indexing pending count for a Repository
- Test xPlore Index Failed Count: - Check xPlore indexing failed count for a Repository
- Test xPlore Index Warning Count: - Check xPlore indexing warning count for a Repository
- Test xPlore Index Processing Count: - Check xPlore indexing processing count for a Repository

Content Intelligence Services (CIS)

- Test CIS Document Sets Processed: - Check CIS number of processed document sets
- Test CIS Document Sets Failed: - Check CIS number of failed document sets
- Test CIS Document Sets Run Time: - Check CIS document set last run time
- Test CIS Index Agent Status: - Check CIS indexing agent JMX Agent attribute for proper operation such as status of running

Content Management Interoperability Services (CMIS 1.0/1.1)

- Test CMIS - Check Repository: - Validate repository access using CMIS interface within a threshold service level
- Test CMIS - Create Folder: - Validate a folder can be created in the Repository using CMIS interface within a threshold service level
- Test CMIS - Create Document: - Validate a document can be created in the Repository using CMIS interface within a threshold service level
- Test CMIS - Check Out: - Validate a document version can be locked for use in the Repository using CMIS interface within a threshold service level
- Test CMIS - Get Document: - Validate a document can be retrieved successfully from the Repository using CMIS interface within a threshold service level
- Test CMIS - Check In: - Validate a document version can be unlocked for use in the Repository using CMIS interface within a threshold service level
- Test CMIS - Delete Document: - Validate a document can be deleted successfully from the Repository using CMIS interface within a threshold service level
- Test CMIS - Delete Folder: - Validate a folder can be deleted successfully from the Repository using CMIS interface within a threshold service level
- Test CMIS - Query: - Validate query results from the Repository using CMIS interface within a threshold service level

OpenText Directory Services (OTDS)

- Test OTDS Availability – Validate OTDS normal operation
- Test OTDS Login – Validate OTDS application login
- Test OTDS Token Request – Validate OTDS OAuth bearer token request
- Test OTDS Master Host – Validate OTDS master host role
- Test OTDS Version – Validate OTDS running version
- Test OTDS License – Validate OTDS license user count and expiration date
- Test OTDS System Configuration Warnings – Validate OTDS system configuration
- Test OTDS JVM Status – Validate OTDS JVM memory health
- Test OTDS Safe List- Validate OTDS safe list entries
- Test OTDS Partitions- Validate OTDS partition status, users, and groups
- Test OTDS Jobs – Validate OTDS Job completion and detect job exceptions
- Test OTDS Audit Events – Validate OTDS audit event activity
- Test OTDS Logs- Validate OTDS log errors and error activity

Retention Policy Services (RPS)

- Test RPS Availability – Validate RPS service
- Test RPS Process – Validate RPS process operation
- Test RPS Logfile – Validate RPS log error count
- Test RPS Queued Task Count – Validate RPS queue task level
- Test RPS Total Task Count- Validate RPS task level
- Test RPS Master Work Order Completion Report - Validate no failed workorder jobs

Representational State Transfer Services (REST)

- Test REST - Check Repository: - Validate repository access using REST interface within a threshold service level
- Test REST - Create Folder: - Validate a folder can be created in the Repository using REST interface within a threshold service level
- Test REST - Create Document: - Validate a document can be created in the Repository using REST interface within a threshold service level
- Test REST - Check Out: - Validate a document version can be locked for use in the Repository using REST interface within a threshold service level
- Test REST - Get Document: - Validate a document can be retrieved successfully from the Repository using REST interface within a threshold service level
- Test REST - Check In: - Validate a document version can be unlocked for use in the Repository using REST interface within a threshold service level
- Test REST - Delete Document: - Validate a document can be deleted successfully from the Repository using REST interface within a threshold service level
- Test REST - Delete Folder: - Validate a folder can be deleted successfully from the Repository using REST interface within a threshold service level
- Test REST - Query: - Validate query results from the Repository using REST interface within a threshold service level

Content Server (CS)

- Test Connection Broker: - Validate docbroker is available on specific address:port combination
- Test to Logon Repository: -Validate login processing for
- Repository by server on a host, by server by name on a specific host
- Test Server Sessions – Total Sessions: Validate CS total sessions are within a selectable threshold
- Test Server Sessions – Active Sessions: Validate CS active sessions are within a selectable threshold
- Test Server Session by Specific User: Validate specific CS sessions is active, such as for a Intelligent Capture Documentum Content Management exporter

- Test DQL Query: - Validate a DQL query completes successfully and is responsive
- Test DCTM Jobs Completion: - Validate DCTM Jobs are completing successfully (dm_job table)
- Test DCTM Object Growth: - Check DCTM object growth levels
- Test Application Activity: - Check number of unique user logins for a Documentum Content Management application after a specific date.
- Test User Activity: - Check if a user has or has not logged in to a Documentum Content Management application since a specific date.

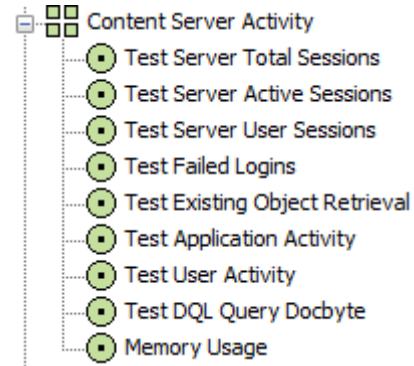


Figure 3: OpenText Documentum Content Management Server Monitor Tests

Thumbnail Server

- Test Thumbnail Server: - Check Thumbnail Server is serving thumbnails.

Documentum Content Management Foundation Services (DFS)

- Test Workflow Service: - Validate DFS core Workflow web service method can be invoked successfully and is responsive
- Test Version Control Service: - Validate DFS core Version Control web service method can be invoked successfully and is responsive
- Test Search Service – Query: Validate DFS core Search Service Query web service method can be invoked successfully and is responsive
- Test Search Service - Get Repository List: Validate DFS core Search Service web service method can be invoked successfully and is responsive
- Test Schema Service: - Validate DFS core Schema web service method can be invoked successfully and is responsive
- Test Query Service: - Validate DFS core Query web service method can be invoked successfully and is responsive

Documentum Content Management Messaging Services (DMS)

- Test DMS Failure Server Count: - Check DMS JMX Agent attribute or method for proper DMS operation such as threshold for failed messages not processed by DMS server
- Test DMS Server Message Waiting Count: - Check DMS JMX Agent attribute or method for proper DMS operation such as threshold for messages waiting processing DMS server

Process Integrator (PI) (BPS)

- Test Inbound Active Listeners: - Validate inbound listeners serving a Repository for inbound FTP/HTTP/Email/JMS requests
- Test Outbound Active Listeners: - Validate outbound listeners serving a Repository for outbound FTP/HTTP/Email/JMS/BOF/Web service requests\

Documentum Content Management Administrator (DA) / D2 / TaskSpace / Webtop / xCP

- Test DA Login: - Validate users can login to DA and measure login response time.
- Test D2 Login: - Validate users can login to D2 and measure login response time.
- Test D2 App Server Check JVM Status – Validate JVM memory and sessions
- Test D2 App Server Check Thread Status – Validate D2 application threads status
- Test D2 REST API Services – Validate D2 API service status
- Test D2 REST API Check Repository – Validate D2 API repository access
- Test D2 REST API Check Repository Information – Validate D2 API repository configuration
- Test TaskSpace Login: - Validate users can login to TaskSpace and measure login response time.
- Test Webtop Login: - Validate users can login to Webtop and measure login response time.
- Test xCP Login: - Validate users can login to xCP and measure login response time.

xCelerated Management System (XMS)

- Check xMS Agent Status: - Validate XMS Agent is available and responsive.
- Check xMS Agent Log File Size: - Check XMS log file size for high growth rate.
- Check xMS Agent Log File for Errors: - Check XMS log file for error activity.

Brava (Brava)

- Test Brava Availability – Validate Brava service
- Test Brava License – Validate Brava license status
- Test Brava Job Processor Queue Performance – Validate Brava Job queue processing
- Test Brava Job Processor Status – Validate Brava Job status
- Test Brava Job Processor Log – Validate Brava log error level
- Test Brava Service Log – Validate Brava service log error level
- Test Brava License Log - Validate Brava license log error level

Archive Services for SAP (AS4SAP)

- Check AS4SAP Queue Count – Validate Archive queue depth
- Check AS4SAP Queue Error Count – Validate Archive queue errors
- Check AS4SAP Query Performance – Validate Archive query performance
- Check AS4SAP Log Errors Count – Validate Archive log errors
- Check AS4SAP JVM Health – Validate AS SAP JVM operating health
- Check AS4SAP Services - Validate Archive services status
- Check AS4SAP Archive Link – Validate Archive Link HTTP access

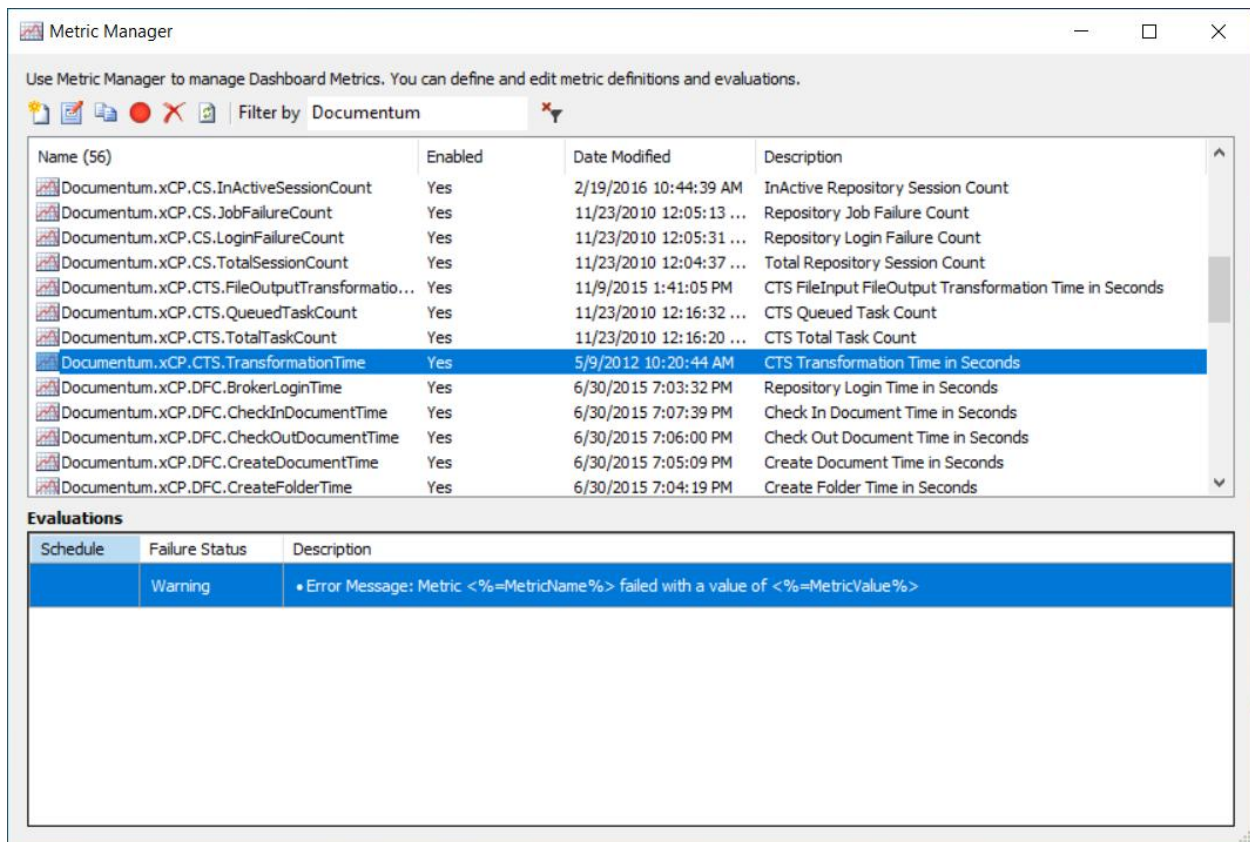
Business Activity Monitoring (BAM)

- Check BAM Server Status: - Validate BAM Server is available and responsive.
- Check BAM Database Responding to Query: - Check BAM database is responsive to a query.
- Check BAM Message Queue Count: - Check message queue depth in BAM database.
- Check BAM Job Run Status – Validate BAM Jobs are completing in a timely manner.

2.1 Documentum Content Management Dashboard Metrics

The dashboard metric capabilities expand Reveille's agentless application monitoring into measurement of CSP/EIM operational key performance indicators (KPI's). Reveille monitors can gather Documentum Content Management KPI's for display and reporting in Documentum Content Management 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 Documentum Content Management. 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 Content Server session activity and growth
- Tracking xPlore indexing job operational health
- Tracking CTS rendition queue levels
- Tracking JMS memory and thread counts
- Tracking D2 or xCP user activity and response times



The screenshot shows the 'Metric Manager' application window. The title bar reads 'Metric Manager'. Below the title bar, a message states: 'Use Metric Manager to manage Dashboard Metrics. You can define and edit metric definitions and evaluations.' There is a 'Filter by' dropdown menu set to 'Documentum'. The main area contains a table with 56 metrics. The table has four columns: 'Name (56)', 'Enabled', 'Date Modified', and 'Description'. The 'Documentum.xCP.CTS.TransformationTime' metric is highlighted in blue. Below the table is an 'Evaluations' section with a table that has three columns: 'Schedule', 'Failure Status', and 'Description'. The 'Failure Status' column shows 'Warning' and the 'Description' column shows an error message: 'Error Message: Metric <%=MetricName%> failed with a value of <%=MetricValue%>'.

Name (56)	Enabled	Date Modified	Description
Documentum.xCP.CS.InActiveSessionCount	Yes	2/19/2016 10:44:39 AM	InActive Repository Session Count
Documentum.xCP.CS.JobFailureCount	Yes	11/23/2010 12:05:13 ...	Repository Job Failure Count
Documentum.xCP.CS.LoginFailureCount	Yes	11/23/2010 12:05:31 ...	Repository Login Failure Count
Documentum.xCP.CS.TotalSessionCount	Yes	11/23/2010 12:04:37 ...	Total Repository Session Count
Documentum.xCP.CTS.FileOutputTransformation...	Yes	11/9/2015 1:41:05 PM	CTS FileInput FileOutput Transformation Time in Seconds
Documentum.xCP.CTS.QueuedTaskCount	Yes	11/23/2010 12:16:32 ...	CTS Queued Task Count
Documentum.xCP.CTS.TotalTaskCount	Yes	11/23/2010 12:16:20 ...	CTS Total Task Count
Documentum.xCP.CTS.TransformationTime	Yes	5/9/2012 10:20:44 AM	CTS Transformation Time in Seconds
Documentum.xCP.DFC.BrokerLoginTime	Yes	6/30/2015 7:03:32 PM	Repository Login Time in Seconds
Documentum.xCP.DFC.CheckInDocumentTime	Yes	6/30/2015 7:07:39 PM	Check In Document Time in Seconds
Documentum.xCP.DFC.CheckOutDocumentTime	Yes	6/30/2015 7:06:00 PM	Check Out Document Time in Seconds
Documentum.xCP.DFC.CreateDocumentTime	Yes	6/30/2015 7:05:09 PM	Create Document Time in Seconds
Documentum.xCP.DFC.CreateFolderTime	Yes	6/30/2015 7:04:19 PM	Create Folder Time in Seconds

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

Figure 4: OpenText Documentum Content Management Dashboard Metrics

2.2 Documentum Content Management Dashboard Metrics

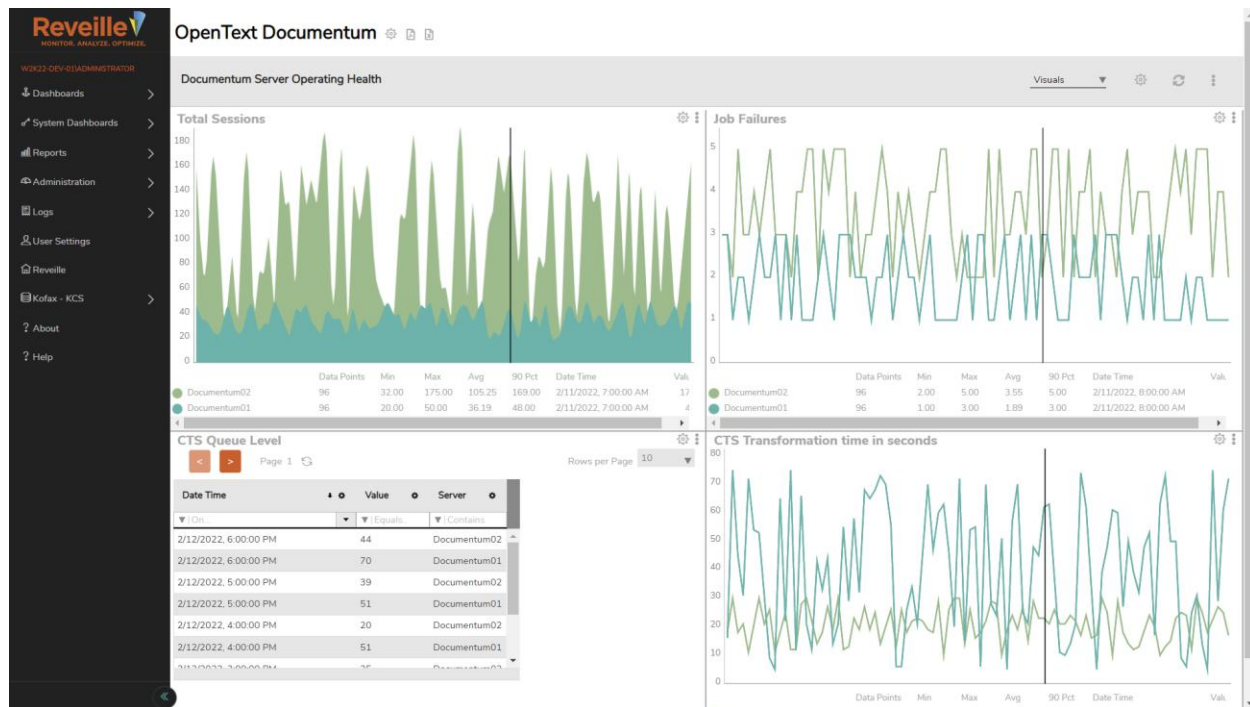


Figure 5: OpenText Documentum Content Management Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example dashboard view shows Content Server total and active sessions for several repositories. This information is helpful for understanding Documentum Content Management capacity.

The pre-packaged Documentum Content Management metrics enable 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 Documentum Content Management 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 - Documentum.xCP.CTS.QueuedTaskCount

Metric Evaluations Values

1

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

☒ Test Change In Value

☒ Percent ☐ Absolute

0.000

☒ Last Value ☐ Previous Minute(s)

☐ Test Occurrences

☐ Test Last N times

☐ Test by Type

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: OpenText Documentum Content Management Metric Evaluation Definition

2.3 Documentum Content Management User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding Documentum Content Management app's user activity and user behavior. Reveille gathers this information using patented collectors to provide the following:

- Continuously observe the actual HTTP/HTTPS based user experience from your Documentum Content Management technology investments, including encrypted (SSL) based Documentum Content Management web, custom DFS or 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 OpenText EnCase Endpoint Security and Microsoft Defender for EndPoint.



Figure 7: OpenText Documentum Content Management Application Security Dashboard

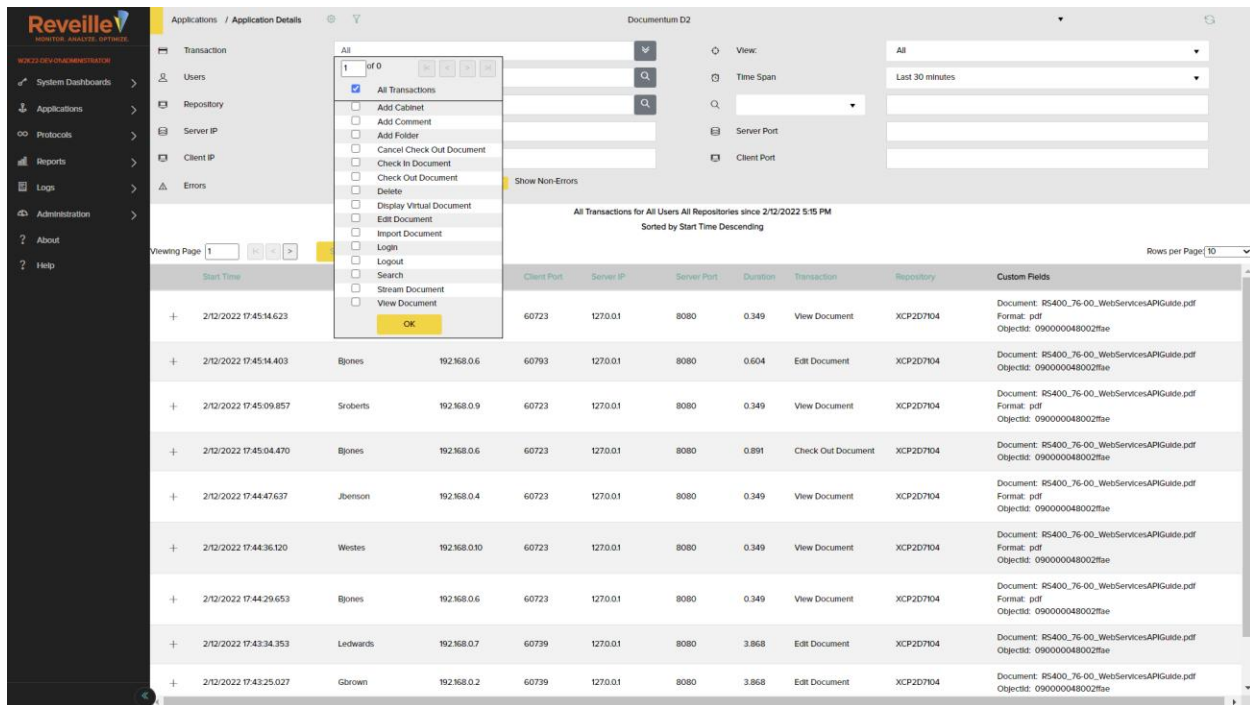


Figure 8: OpenText Documentum Content Management D2 Activity Details

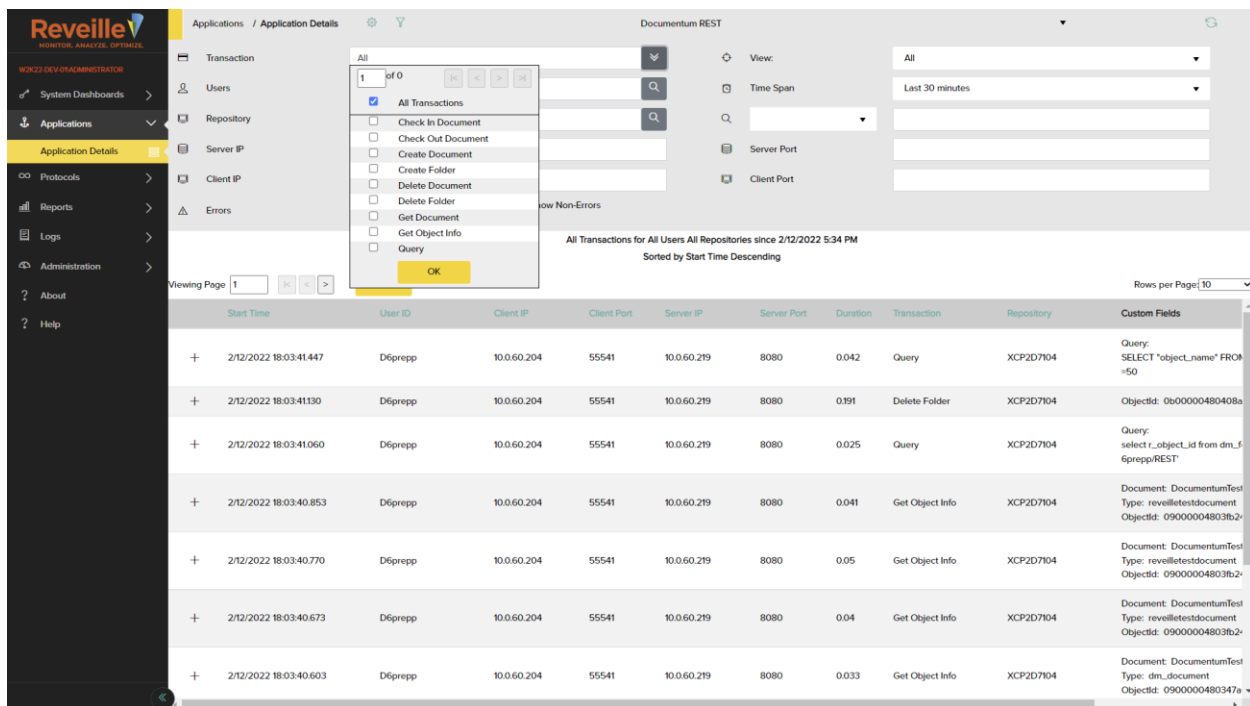


Figure 8: OpenText Documentum Content Management REST Activity Details

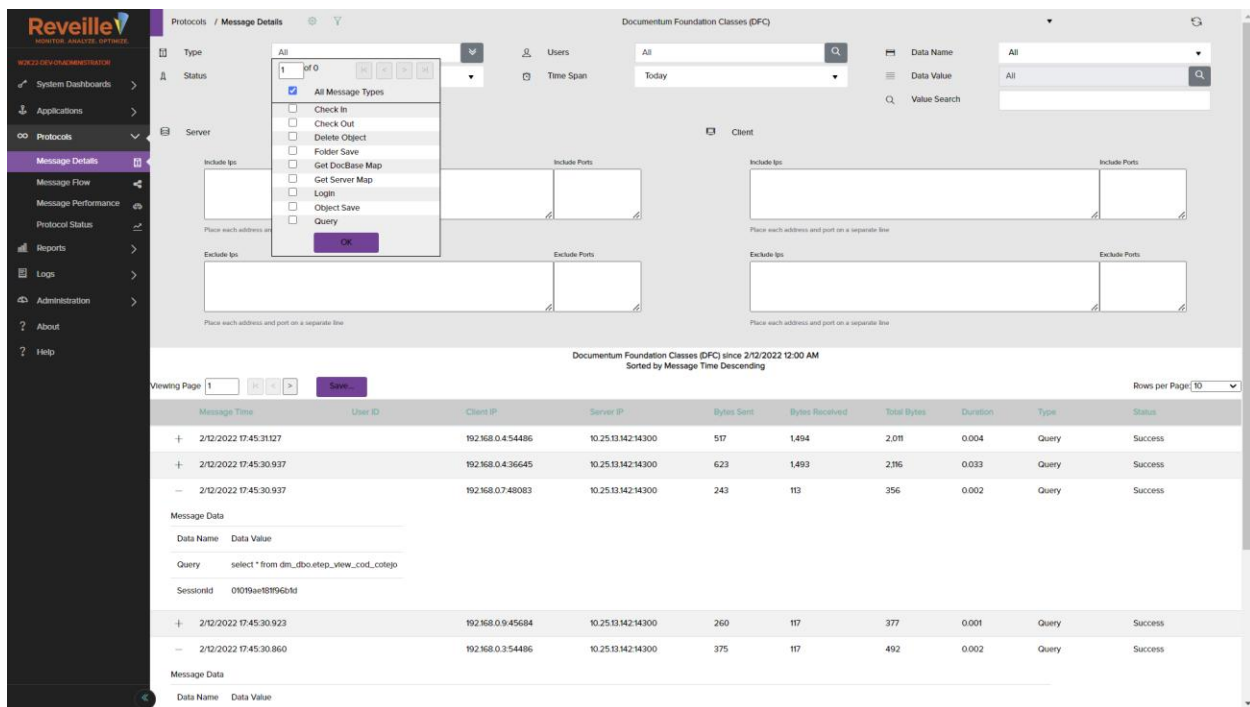


Figure 9: OpenText Documentum Content Management DFC Message Activity Details

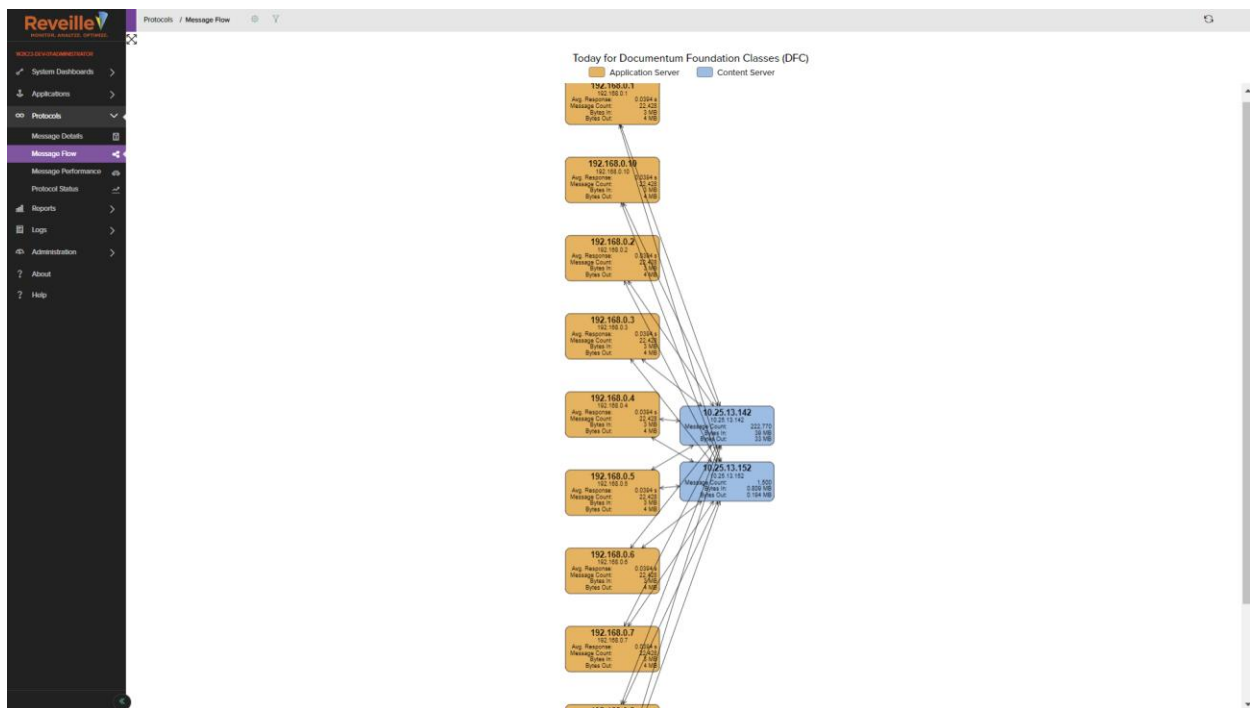


Figure 10: OpenText Documentum Content Management Message Flow

3 Common Reveille for OpenText Documentum Content Management Use Cases

How can we reduce the amount for manual observation / execution of manual checklists for monitoring Documentum Content Management?

- Eliminate Documentum Content Management 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 repository 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 Documentum Content Management application environment is performing?

- 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 – total / active content server sessions
 - Dashboard metrics – job completion
 - Dashboard metrics – Documentum Content Management client application transaction response times
 - Documentum Content Management message flow – DFC and database message traffic flow map

How can we implement quickly and leverage best practice monitoring?

- Reveille has a large amount of “out of the box” components for Documentum Content Management
- The Reveille implementation team has deep Documentum Content Management experience

How can we plan capacity needs to handle user growth?

- Reveille dashboard metrics gather baselines of Documentum Content Management operating performance
- Reveille User Analytics objectively understands Documentum Content Management user transaction volumes, search terms, ‘hot’ documents, repository use, 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 Documentum Content Management application by:
 - Customers typically see a reduced number of support tickets for Documentum Content Management
 - Customers typically see shortened MTTR for remaining, legitimate application issues
 - Coordination with OpenText’s support is greatly enhanced

We need a Documentum Content Management specific application monitoring tool that does not require relearning of Documentum Content Management interfaces, customer unproductive ‘integration’ and maintenance, and keeps pace with Documentum Content Management platform advances.

- Reveille works 'out of the box' with Documentum Content Management, Intelligent Capture, InfoArchive, and xPression, meets with OpenText Documentum Content Management product management, and participates in product releases (such as xCP, xPlore, InfoArchive, and Intelligent Capture's release cadence)
- Reveille Software primary focus is CSP/ECM application management, user analytics, and detecting content access breaches

4 Summary

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

Solution Extension Partner

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