Reveille for OpenText Capture

Technical Overview

2026

Reveille

1 Reveille for OpenText Capture Technical Overview

Reveille supports 20.x/22.x/23.x/24.x/25.x Capture versions. Reveille for OpenText Capture provides over 50 ‘out-of-the-box’ Capture specific tests and over 40 Capture Dashboard Metrics. This broad coverage delivers active and preventive monitoring to avoid ‘red’ level issues for Capture environments, improve capture process visibility, and provide granular intraday Capture 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 also provides Capture REST based capture transaction activity and security visibility. Reveille for Capture creates monitor probes using an auto discover approach to build a working Capture monitor in minutes. This baseline monitor can be extended using the Capture specific wizard leveraging tests from a pre-configured Capture test library.

The Reveille for Capture 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 such as Fax input files), 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.

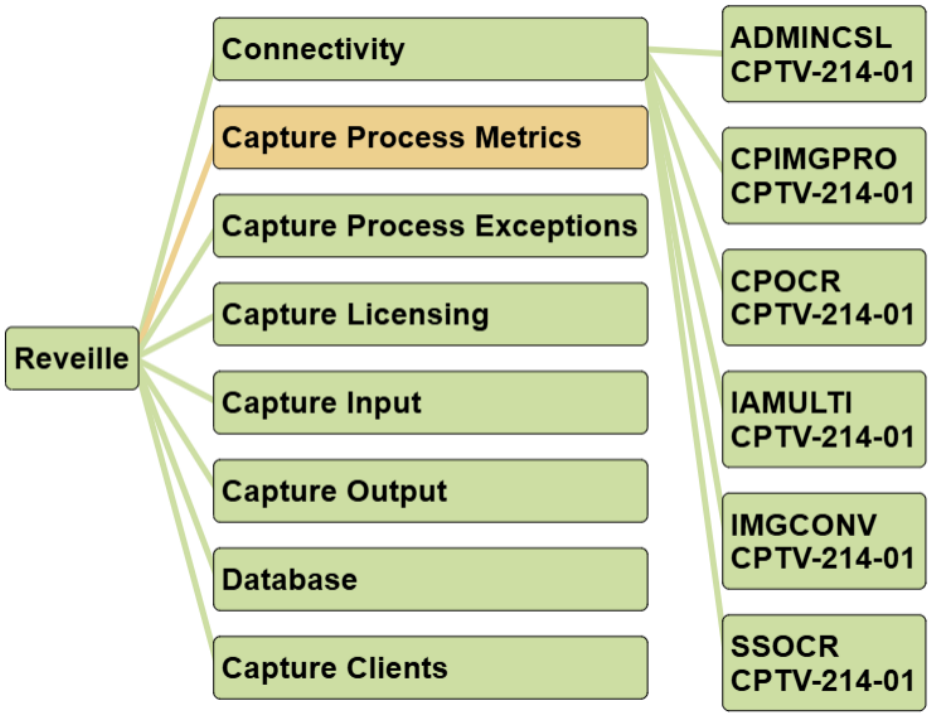

Figure 1: OpenText Capture Monitor

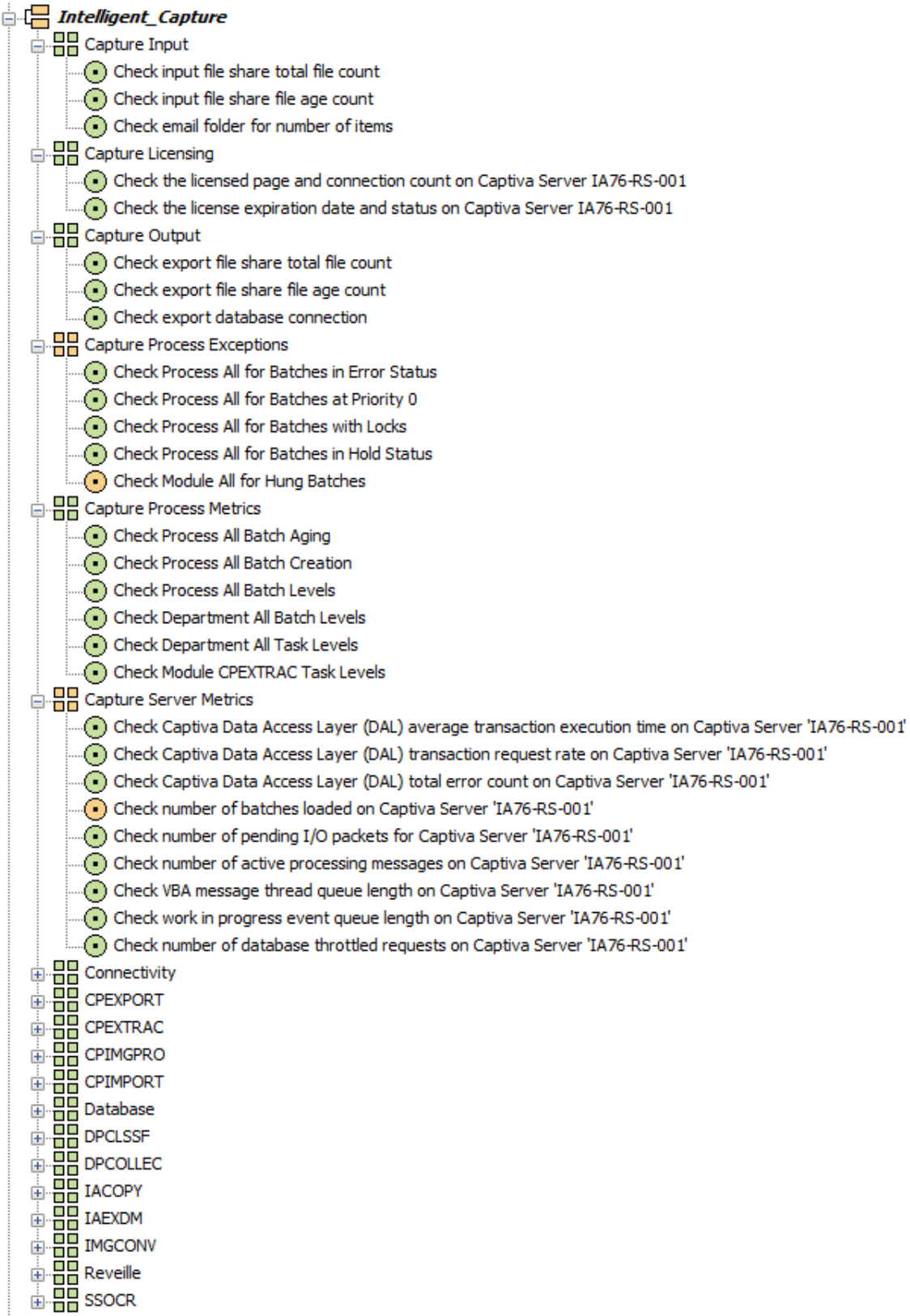

Figure 2: OpenText Capture Monitor Tests

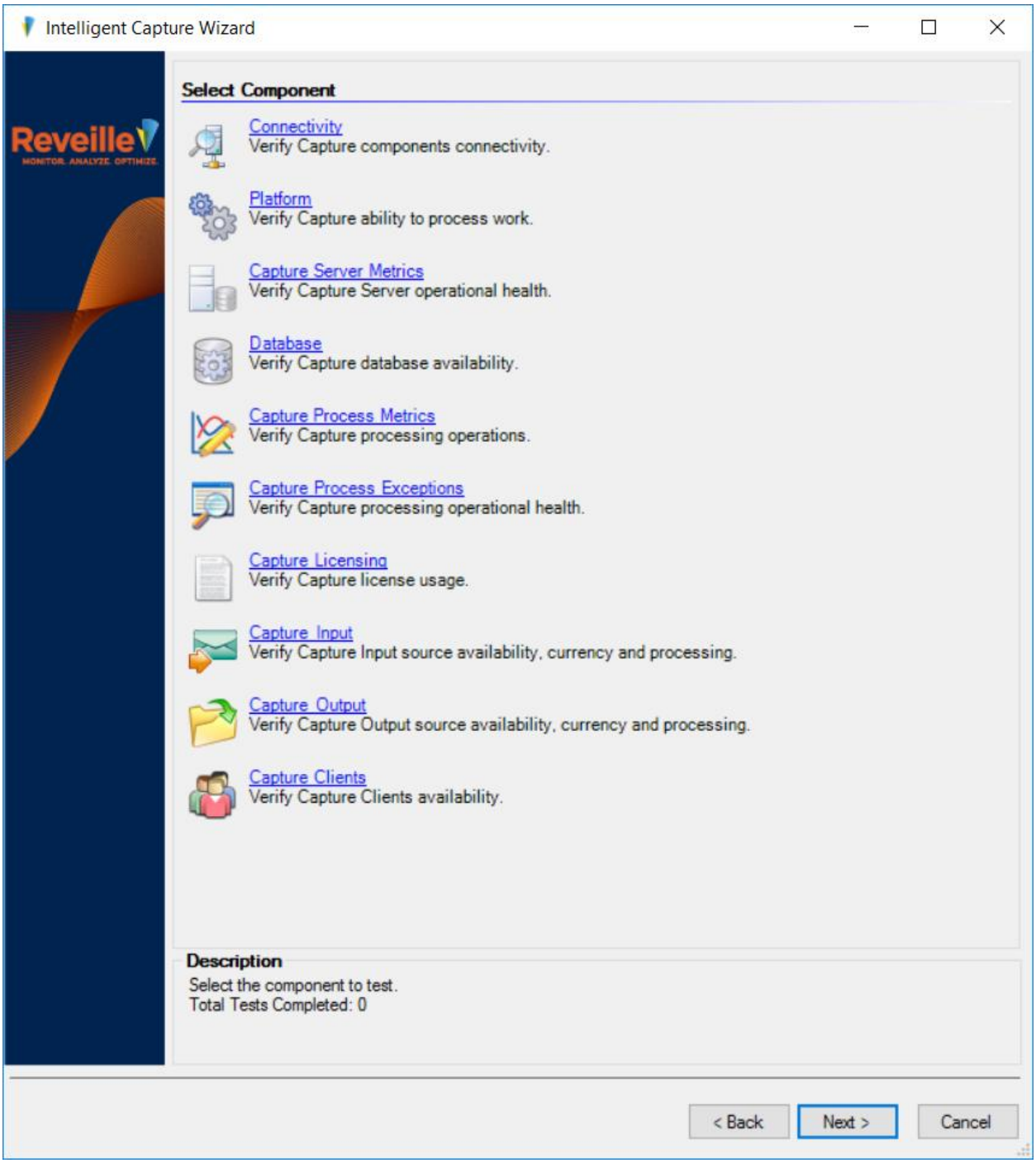

Figure 3: OpenText Capture Component Selection

1.1 OpenText Capture 'Out-of-the-Box' Individual Component Test Details

1.1.1 Connectivity (Capture Servers available)

- Check Capture server(s) can be pinged
- Check Capture database server can be pinged
- Check Capture remoting server can be pinged
- Check Capture administration console server can be pinged
- Check Capture modules (any host on which a module is running) are connected
- Check Capture modules unique connections

1.1.2 Platform (Capture platform available to process work)

- Check Capture windows event log for errors
- Check Capture external or internal database log for errors
- Check Capture remoting web server
- Check Capture administration console web server
- Check Capture server services
- Check Capture server free disk space
- Check Capture client debug log(s)

1.1.3 Database (Capture databases available)

- Check Capture database is responding to query
- Check Capture information extraction database is responding to query
- Check Capture database SQL server services are running

1.1.4 Server Metrics (Capture server activity)

- Check Capture Data Access Layer (DAL) average execution time
- Check Capture Data Access Layer (DAL) data requests
- Check Capture Data Access Layer (DAL) total error count
- Check Capture server batch loading
- Check Capture server pending I/O
- Check Capture server processing message count
- Check Capture server VBA message thread queue length
- Check Capture server database event queue length
- Check Capture modules average task processing time

1.1.5 Process Metrics (Capture operating throughput)

- Check batch aging for single Capture server or multiple Capture servers
- Check batch creation
- Check batch levels for single Capture server or multiple Capture servers
- Check department batch levels
- Check department task levels
- Check module task levels for single Capture server or multiple Capture servers

1.1.6 Process Exceptions (Capture operating exceptions)

- Check batches with priority 0 for single Capture server or multiple Capture servers
- Check batches with locks
- Check batches in error status for single Capture server or multiple Capture servers
- Check batches in hold status
- Check batches with task errors
- Check hung batch count for single Capture server or multiple Capture servers

1.1.7 Capture Licensing (Capture license exceptions)

- Check licensed page and connections count
- Check the license expiration date and status
- Check Capture REST license status and expiration

1.1.8 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
- Check Capture web service importer

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

- Check export database connection
- Check export file share total file count
- Check Capture web service importer

1.1.10 Capture Clients (Verify Capture Clients Availability)

- Check Capture Web Client Access
- Check Capture REST Interface Access

1.2 Reveille Collector

The Reveille Collector is a subsystem that offloads the collection and capture of data from the monitor wizard and tests, a perfect solution for cloud or secured environments. Capture data is collected either locally or remotely and saved in an xml file that is then used by the monitor instead of calling the application APIs directly. If the data is collected remotely, then it is sent to the Reveille Server through web services. The data is compressed and optionally encrypted during the transfer to the Reveille server. The Reveille Collector:

- Is a cloud friendly (web services communication for push of data to Reveille server, configure data source from the Reveille server)
- Uses a small footprint (single Windows service)
- Reduces network latency and log file size impact (Collector located near or at application target)
- Reduced application processing (maintain application login state)

The Collector is designed to support multiple Reveille Servers and each server can have multiple data sources. A data source defines how to connect to Capture.

The Collector runs as a Windows service and starts a process for each data source defined. The data sources run a collector cycle immediately so a data package will be available and then schedules the next cycle at a random time. Each cycle from then on will be based on the defined data source interval.

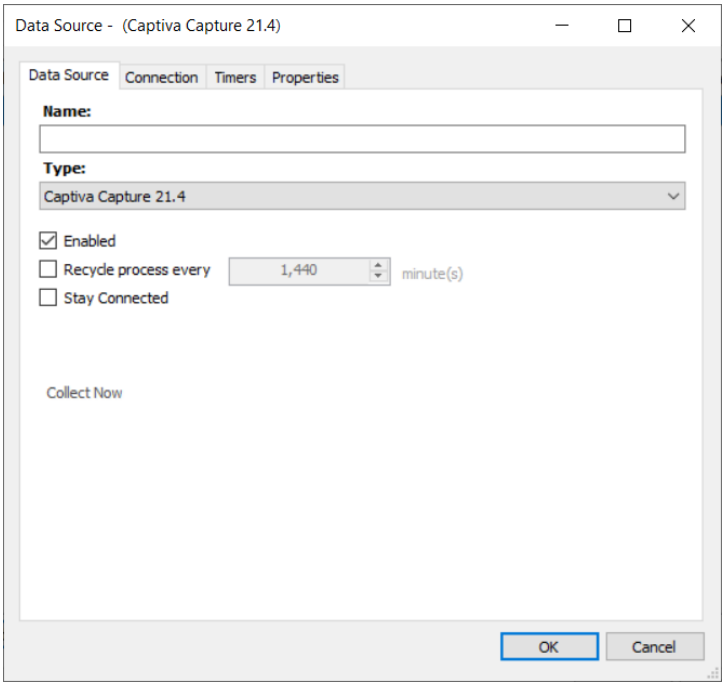

Figure 4: OpenText Capture Collector Definition

2 OpenText Capture Dashboard Metrics

The dashboard metric capabilities expand Reveille's agentless application management into measurement of CSP/EIM 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 OpenText Capture. 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 Capture Flow process exceptions for both processes and departments
- Tracking Capture Flow process batch service levels
- Tracking Capture server performance and capacity
- Tracking Capture Input data sources such as fax input
- Tracking Capture Output data sources such as databases

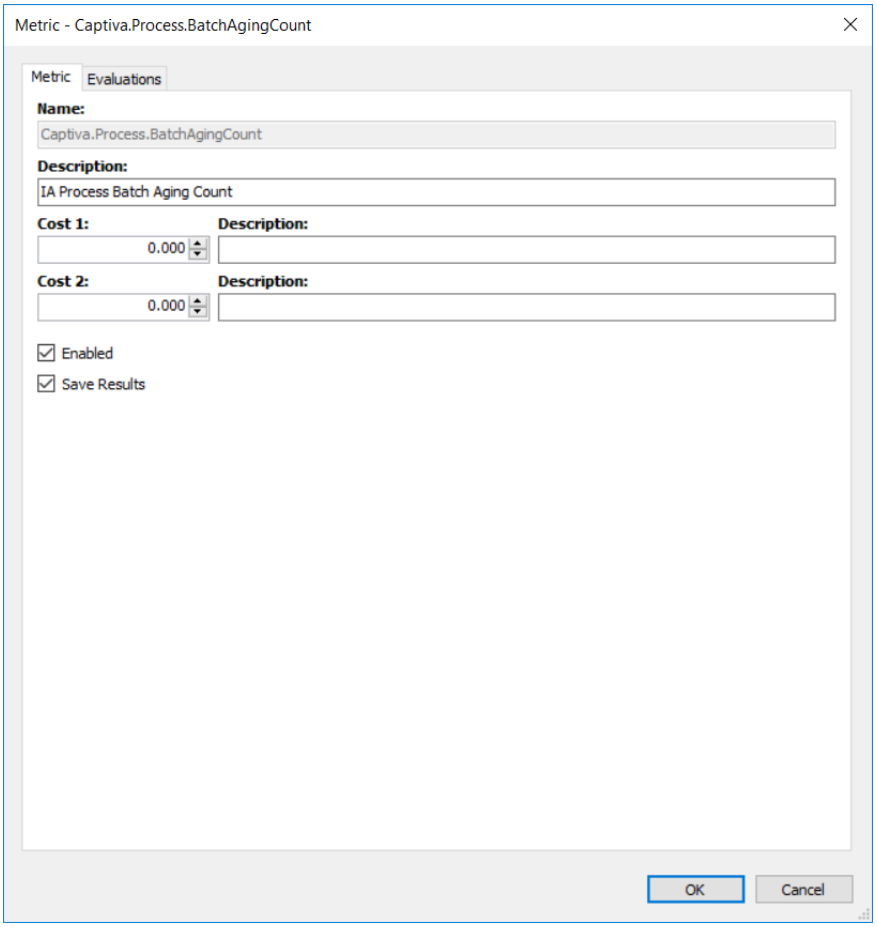

Figure 5: OpenText Capture Dashboard Metric

2.1 Capture Dashboard Example

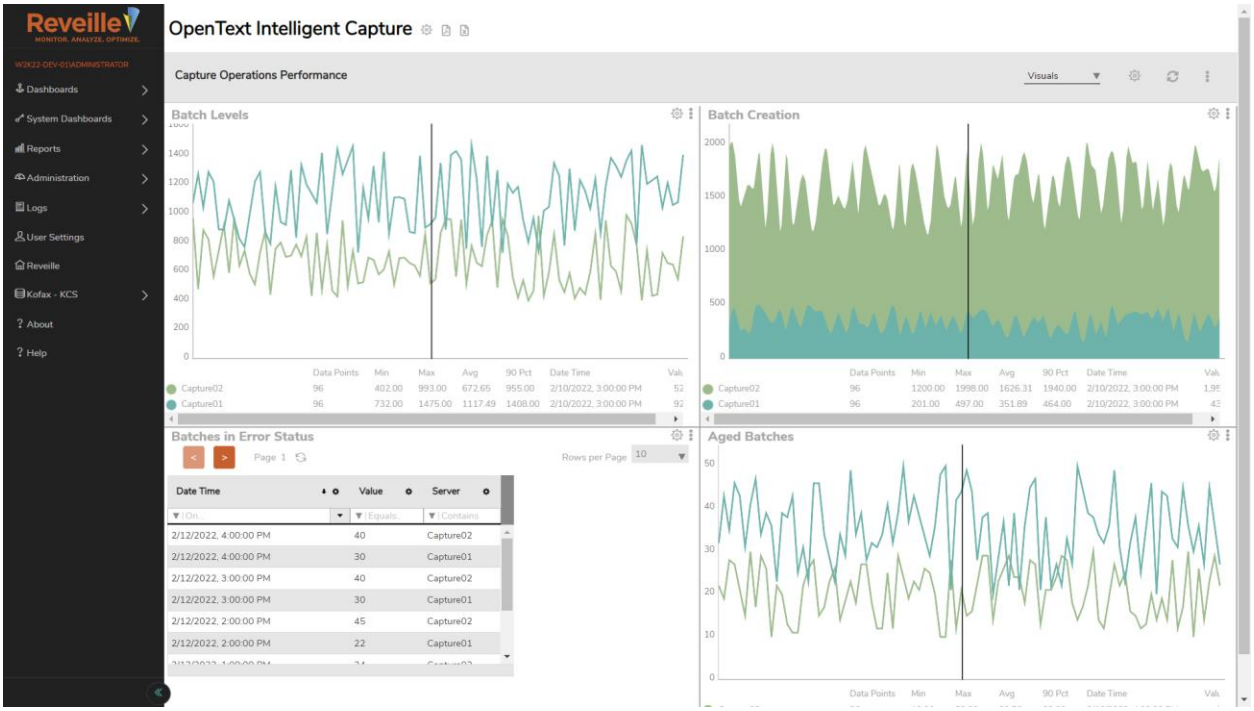

Figure 6: OpenText Capture Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example shows Capture process batch aging and creation levels. This information is helpful for tracking Capture process service levels. The out-of-the-box metrics comparisons are quickly implemented using metric evaluations. Almost any evaluation scenario is possible per the below options.

- Maximum or Minimum
- Numeric Range
- Percentage Change
- Average
- Dynamic Thresholds from Machine Learning Forecast
- Change in Value
- Number of Occurrences
- Last N Times
- Visual Basic (VB) .NET expressions

Once defined and initiated, the Capture 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.

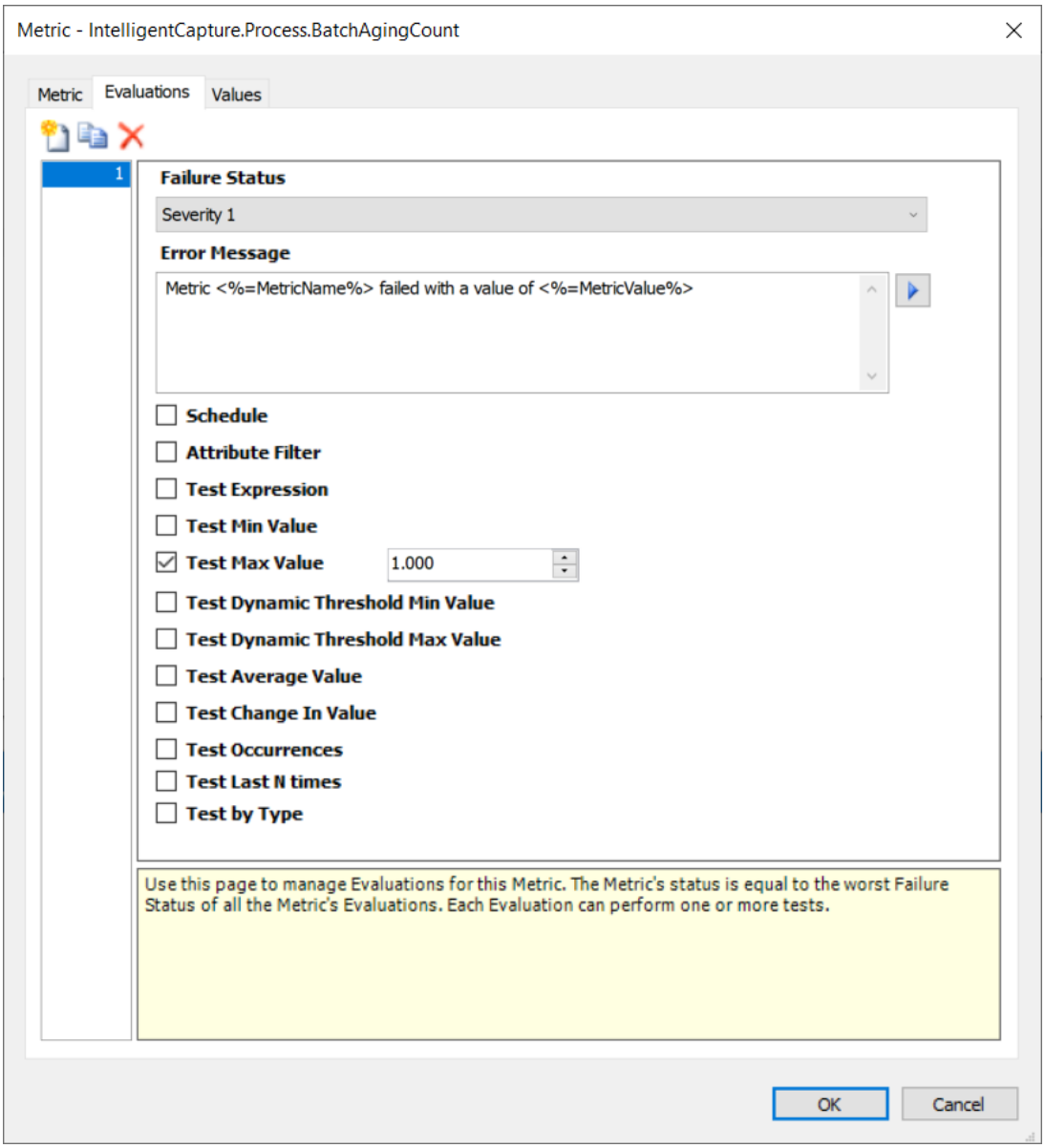

Figure 7: OpenText Capture Metric Evaluation Definition

3 OpenText Capture User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding Capture Web Client and REST based application activity and behavior. Reveille gathers this information using patented collectors to provide the following:

- Continuously observe the actual HTTP/HTTPS based user experience from your Capture technology investments, including encrypted (SSL) REST based applications.
- Communicate device activity and application adoption information through dashboards, reports, and notification processes.
- Rapidly identify device 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.

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Figure 8: OpenText Capture REST Performance Dashboard

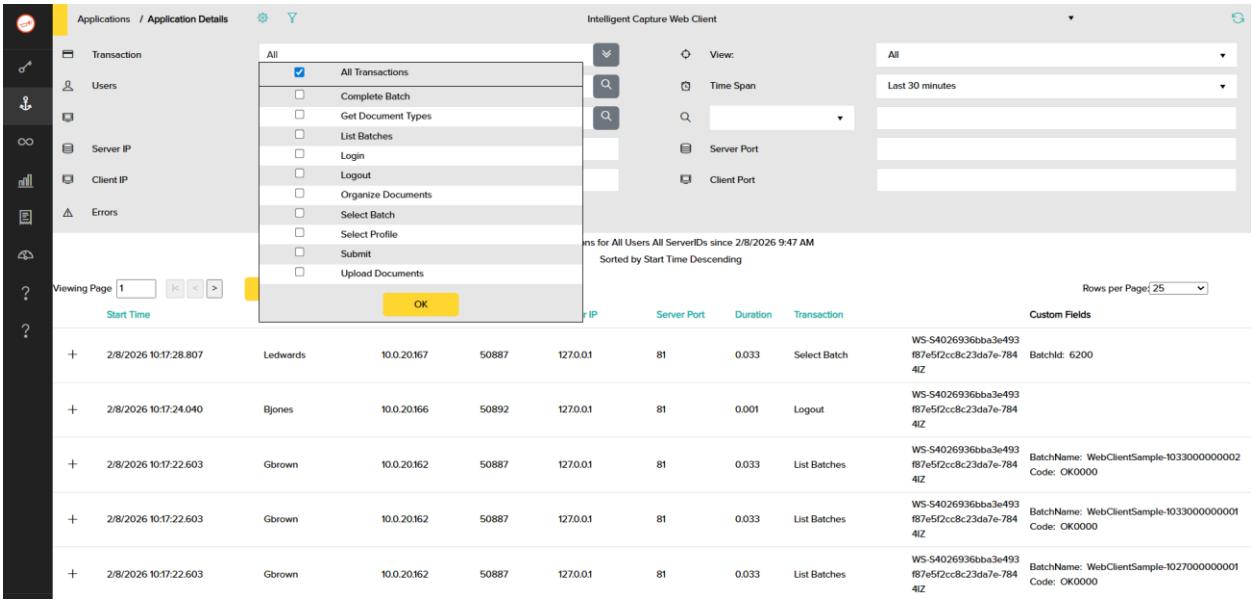

Figure 9: OpenText Capture Web Client Activity Details

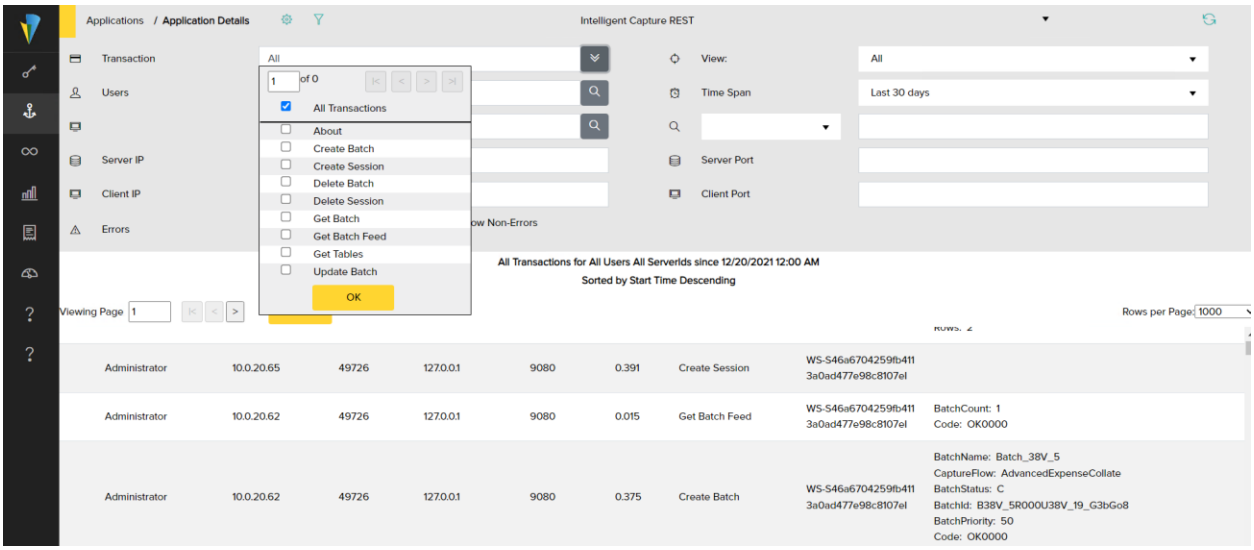

Figure 10: OpenText Capture REST Activity Details

4 Common Reveille OpenText Capture Use Cases

Reveille provides quick benefits for typical Capture 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 Capture platform operating correctly?

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

Are the related capture input sources (fax directories, xml 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 Capture server event log, debug log, and database log.

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

- Check the Capture Web Client and REST Interface access.

4.1.2 Capture Flow operating environment use cases

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

- Check batch aging for all or specific Capture process.
- Check for batches in error or hold status.

Are all the department queues being serviced in a timely manner?

- Check the department batch and tasks 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 Capture server event log, debug 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 Capture process.
- Check for batches in error or hold status.

Are all the department queues being serviced in a timely manner?

- Check the department batch and tasks 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 Capture server event log and database log.

4.1.4 Resource / capacity use cases:

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

- Check Capture Server DAL layer metrics.
- Check Capture Server batch loading and server I/O.
- Check Capture server free disk space.

Are customer SLA's being met?

- Monitor service level reporting.
- Dashboard batch level metrics for a process.

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

- Dashboard batch level metrics with unit cost of a process.

Are there enough Capture modules for processing? What is my page use count?

- Check the Capture license count and page count.
- Check Capture REST license usage and expiration date.
- Dashboard module metrics with connection and page counts.
- Check the task levels for each Capture module.
- Dashboard module metrics with task counts.

5 Summary

Reveille for OpenText Capture, in conjunction with other Reveille capabilities, delivers unmatched, comprehensive monitors to track, diagnose, repair, and report the OpenText Capture specific operational exceptions – with OpenText Capture 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 OpenText Capture REST transaction activity (at the OpenText Capture application transaction level) and of the OpenText Capture platform. Reveille for OpenText Capture 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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