



Reveille for OpenText Content Management (Extended ECM)

Technical Overview

2026

Reveille 

1 Reville for OpenText Content Management (Extended ECM) Technical Overview

Reville integrates with OpenText Content Management (Extended ECM) to provide a real-time dashboard that actively displays the health of the user experience and application processes. Reville for OpenText Content Management (Extended ECM) monitors each key component to proactively diagnose and repair the cause of a problem. 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 Content Management (Extended ECM) implementation. Reville supports on-premises and cloud operating OpenText Content Management (Extended ECM) environments.

As the only agentless monitoring system to integrate with Content Management (Extended ECM), Reville for OpenText Content Management (Extended ECM) comes pre-configured with more than 70 Content Management (Extended ECM)-specific tests and over 115 metrics. These delivered tests are “application-aware,” meaning they are aimed at areas of Content Management (Extended ECM) known to need application monitoring and are designed to aid in the building of monitors for Content Management (Extended ECM) very rapidly. This baseline monitor can be extended leveraging tests from a pre-configured test library that covers Content Management (Extended ECM) related services such as Archive Center, Blazon, and Brava.

Reville for OpenText Content Management (Extended ECM) can be expanded to manage the extended business application built around the Content Management (Extended ECM) implementation. This includes the ability to monitor partner REST or web service applications and the ability to monitor business application interfaces. Where Content Management (Extended ECM) is integrated to business

applications via direct database interaction, loosely coupled file movement, or REST endpoint or WSDL-based Web Services, Reville provides a complete service level view of the entire business process. Reville for OpenText Content Management (Extended ECM) also includes a full suite of infrastructure wizards to rapidly create application monitors for key integration points and application dependencies.

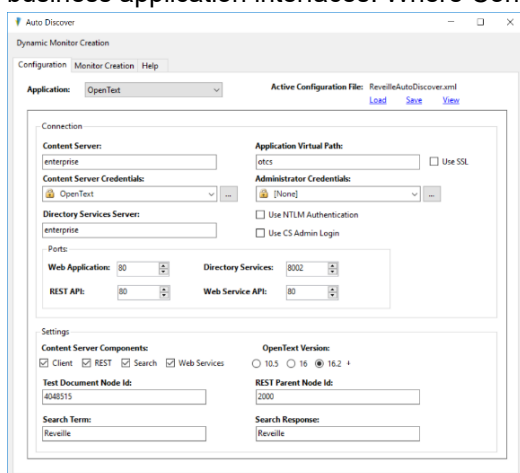


Figure 1: OpenText Content Management Auto Discover

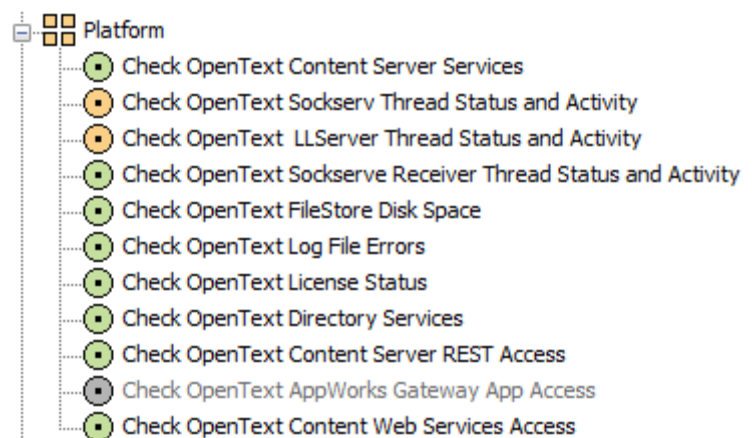
2 The OpenText Content Management (Extended ECM) Test Suite

Connectivity

- Check connectivity of Content Server
- Check connectivity of Web Server
- Check connectivity of Database Server
- Check connectivity of Admin Server
- Check connectivity of Notification Server
- Check connectivity of AppWorks Gateway Server
- Check connectivity of Archive Server
- Check connectivity of FileStore

Platform

- Check OpenText Content Server Services
- Check OpenText Sockserv Thread Status and Activity
- Check OpenText LLServer Thread Status and Activity
- Check OpenText Sockserve Receiver Thread Status and Activity
- Check OpenText Distributed Agent Status and Activity
- Check OpenText System Object Volume Status
- Check OpenText System Object Index Partitions
- Check OpenText File Store Disk Space
- Check OpenText Log File Errors (such as OTDS, Thread, and Trace)
- Check OpenText License Status
- Check OpenText Directory Services



- Check OpenText Content Server REST Access
- Check OpenText AppWorks Gateway App Access
- Check OpenText Content Web Services Access

Figure 1: OpenText Content Management Monitor Tests

Representational State Transfer Services (REST) Transactions

- Check Content Server Login
- Check Create Node
- Check Retrieve Node
- Check Retrieve Node Content
- Check Update Node Information
- Check Delete Node

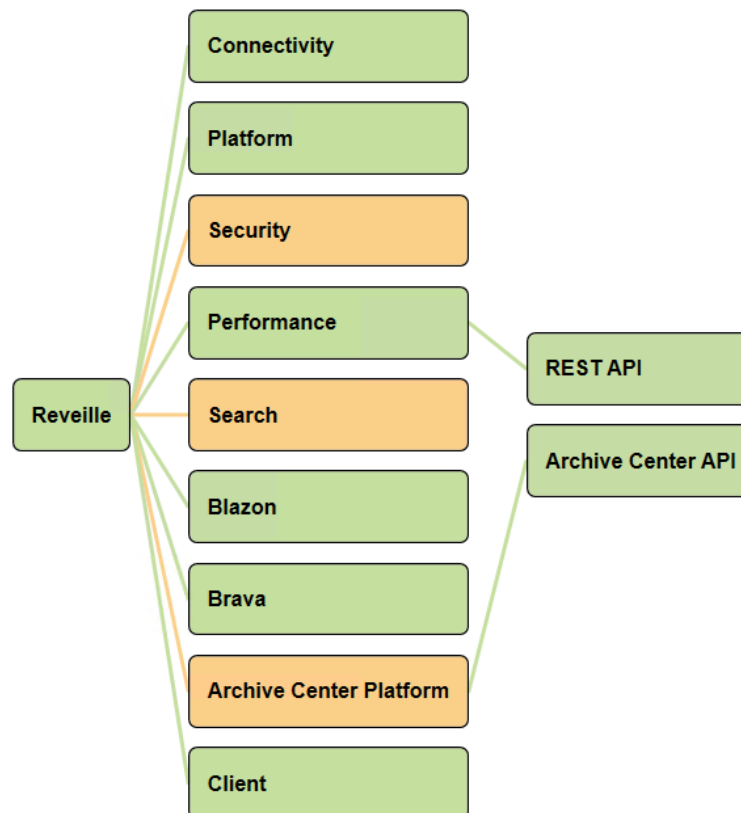


Figure 2: OpenText Content Management Monitor

Database

- Check OpenText SQL Server Services
- Check OpenText Content Server Database
- Check OpenText Content Server Database Backup Date
- Check OpenText Content Server Database Transaction Log Backup Date
- Check OpenText Content Server Database Size
- Check OpenText AppWorks Gateway Database

Content Retrieval Performance

- Check Livelink API: Retrieve Existing Document Content
- Check Content Web Service API: Retrieve Existing Document Content
- Check REST API: Retrieve Existing Document Content

Search

- Check Search Status
- Check Search Agent Status
- Check Search Activity
- Check Search Slice Activity
- Check Search Index Activity

Brava

- Check Brava Availability
- Check Brava License Usage
- Check Brava Job Processor Status
- Check Brava Job Processor Queue
- Check Brava Job Processor Log
- Check Brava Viewer Display
- Check Brava Service Log
- Check Brava License Log

Blazon

- Check Blazon Availability
- Check Blazon Queue Server Status
- Check Blazon Job Processor Queue Performance
- Check File Count for Rendition directories
- Check File Age for Rendition directories
- Check File Count for Versions directories
- Check File Age for Versions directories
- Check Windows Event Log for Blazon errors

Archive Center

- Check Archive Center Availability
- Check Archive Center Database
- Check Archive Center Services
- Check Archive Center Data Volume
- Check Archive Center Users Over Quota
- Check Archive Center Daily Write Performance
- Check Archive Center Daily Read Performance
- Check Archive Center Pools and Volumes
- Check Windows Event Log for Archive Center Errors
- Check Archive Center API Store, Retrieval, URL Link Retrieval, and Delete Performance

OpenText Directory Services (OTDS)

- Check OTDS Availability
- Check OTDS Get Access Token
- Check OTDS Master Host Status
- Check OTDS Version
- Check OTDS License
- Check OTDS System Configuration Warnings
- Check OTDS JVM Status
- Check OTDS Safe List
- Check OTDS Partitions
- Check OTDS Jobs
- Check OTDS Audit Events
- Check OTDS Logs
- OTDS Session Cleanup

Client Access

- Check Classic Login
- Check Smart UI Login
- Check Content Server Admin Login
- Check Archive Center Login

2.1 OpenText Content Management (Extended ECM) 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 Content Management (Extended ECM) KPI's for display and reporting in Content Management (Extended ECM) 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 Content Management (Extended ECM). 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 Content Server Database performance and growth
- Tracking Content Server interface (LL, REST, and Web Service) service levels and performance
- Tracking Search activity and performance
- Tracking Archive Center activity and performance
- Tracking SMART UI or Classic user activity and response times

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

Name (375)	Enabled	Date Modified	Description
OpenText.CSP.ActiveUserCount	Yes	11/18/2017 10:46:19 ...	Active User Count
OpenText.CSP.AvgSearchTime	Yes	7/6/2017 8:12:21 AM	Average Search Time in seconds
OpenText.CSP.CreateNode	Yes	11/2/2017 9:04:58 AM	Time in seconds to create node
OpenText.CSP.DeleteNode	Yes	11/2/2017 9:07:46 AM	Time in seconds to delete node
OpenText.CSP.RetrieveNodeContent	Yes	11/2/2017 9:06:21 AM	Time in seconds to retrieve node content
OpenText.CSP.RetrieveNodeContentClassic	Yes	11/19/2017 6:03:26 PM	Time in seconds to retrieve node content using classic interface
OpenText.CSP.RetrieveNodeContentSmartUI	Yes	11/19/2017 6:06:42 PM	Time in seconds to retrieve node content using Smart UI interface
OpenText.CSP.RetrieveNodeContentWS	Yes	11/2/2017 9:08:53 AM	Time in seconds to retrieve node content using web services
OpenText.CSP.RetrieveNodeInfo	Yes	11/2/2017 9:05:50 AM	Time in seconds to retrieve node information
OpenText.CSP.RunningThreadCount	Yes	11/18/2017 10:48:19 ...	SockServ Running Thread Count
OpenText.CSP.SearchCount	Yes	7/6/2017 8:08:07 AM	Search Count
OpenText.CSP.SearchFormCount	Yes	7/6/2017 8:08:39 AM	Search Form Count
OpenText.CSP.SearchSliceCount	Yes	7/6/2017 8:09:19 AM	Search Slice Count
OpenText.CSP.SearchSliceUsage	Yes	11/2/2017 8:46:40 AM	Number of Searches for Slice
OpenText.CSP.SearchTermCount	Yes	7/6/2017 8:16:18 AM	Search Term Count
OpenText.CSP.SliceSearchCount	Yes	7/6/2017 8:20:47 AM	Searches per Slice Count
OpenText.CSP.StartedThreadCount	Yes	11/18/2017 10:25:55 ...	SockServ Started Thread Count

Evaluations

Schedule	Failure Status	Description
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Figure 3: OpenText Content Management (Extended ECM) Dashboard Metric Manager

2.2 OpenText Content Management (Extended ECM) Dashboard Metrics

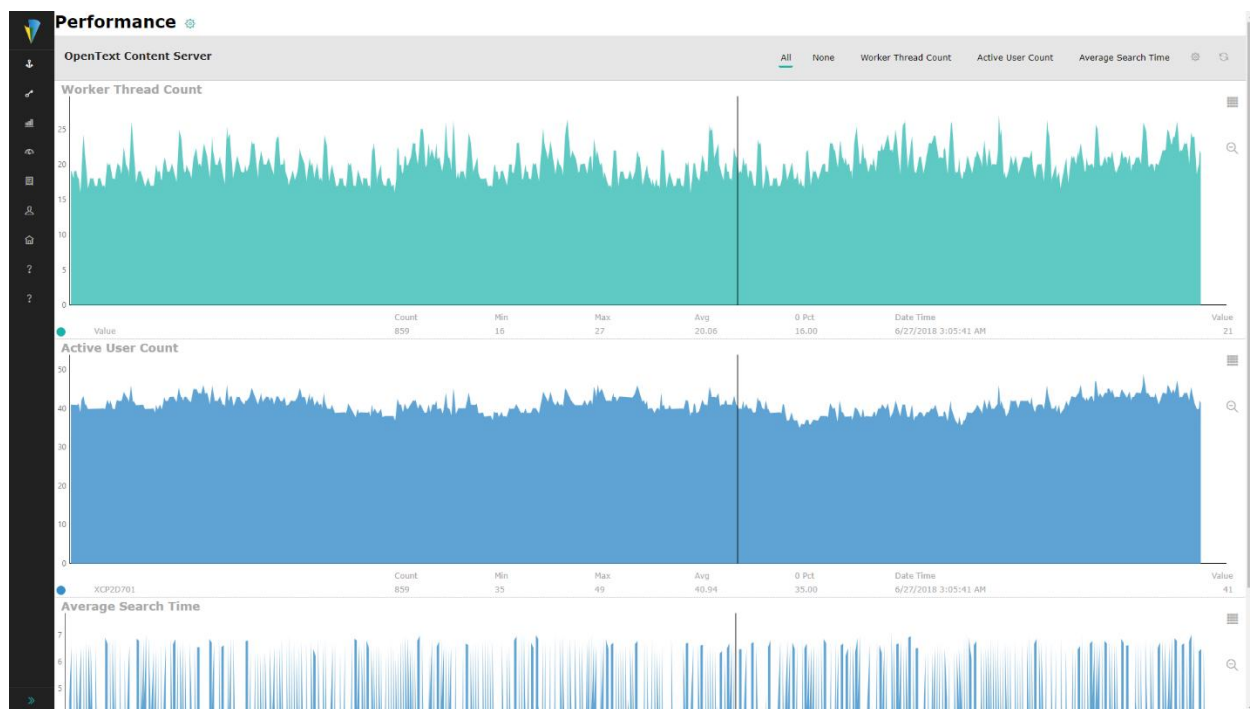


Figure 4: OpenText Content Management (Extended ECM) Dashboard Metrics

Dashboard metrics view can be created for multiple metric combinations. The above example dashboard view shows Content Server thread, active user count, and average search time (in seconds). This information is helpful for understanding Content Server performance and capacity.

The pre-packaged Content Management (Extended ECM) metrics enable the quick configuration of robust metric definitions using a wizard-based approach. By using the metric manager, 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 Content Management (Extended ECM) 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 - OpenText.CSP.RunningThreadCount

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
☐ Test Change In Value
☐ Test Occurrences
☐ Test Last N times
☐ Test by Type

Use this page to manage Evaluations for this Metric. The Metric's status is equal to the worst Failure Status of all the Metric's Evaluations. Each Evaluation can perform one or more tests.

OK Cancel

Figure 5: OpenText Content Management (Extended ECM) Metric Evaluation Definition

2.3 OpenText Content Management (Extended ECM) User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding Content Management (Extended ECM) application 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 OpenText investments, including encrypted (SSL) based OpenText classic and SmartUI web, Archive Center HTTP/HTTPS Retrievals (such as from vendor invoice management (VIM) or SAP Archive Link interface), or custom 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.



Figure 7: OpenText Content Management (Extended ECM) Application Security Dashboard

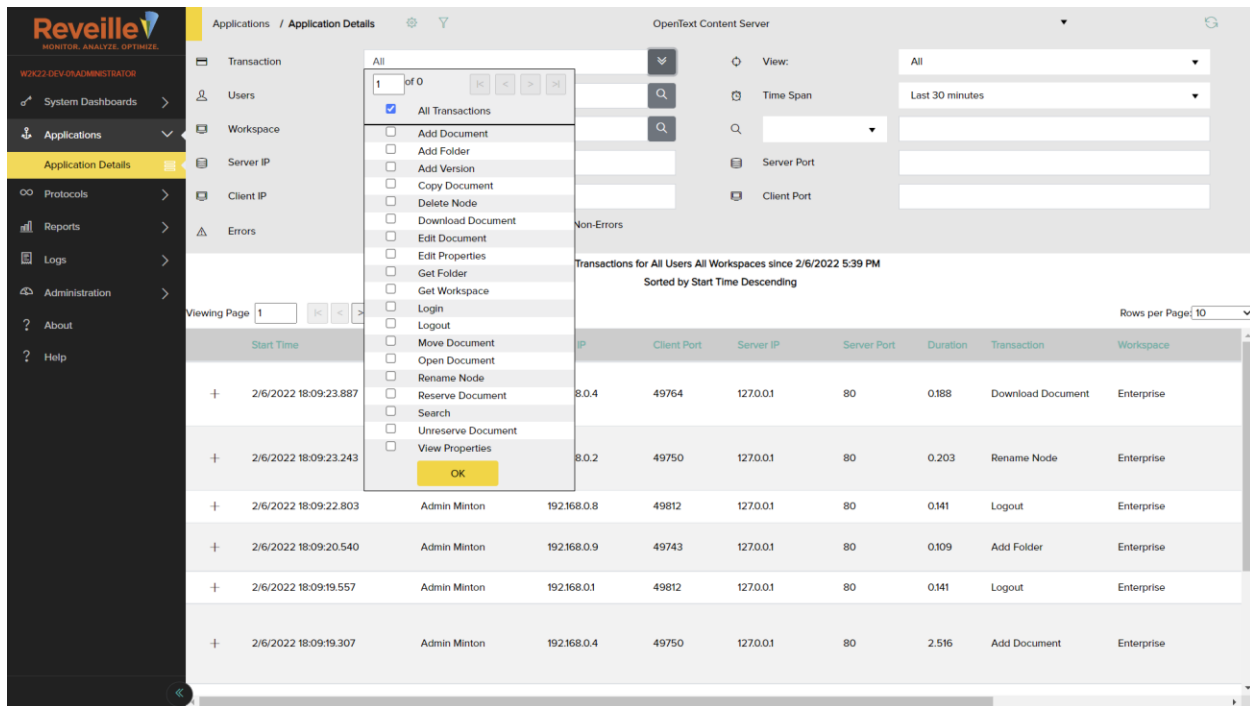


Figure 8: OpenText Content Management (Extended ECM) User Activity Details

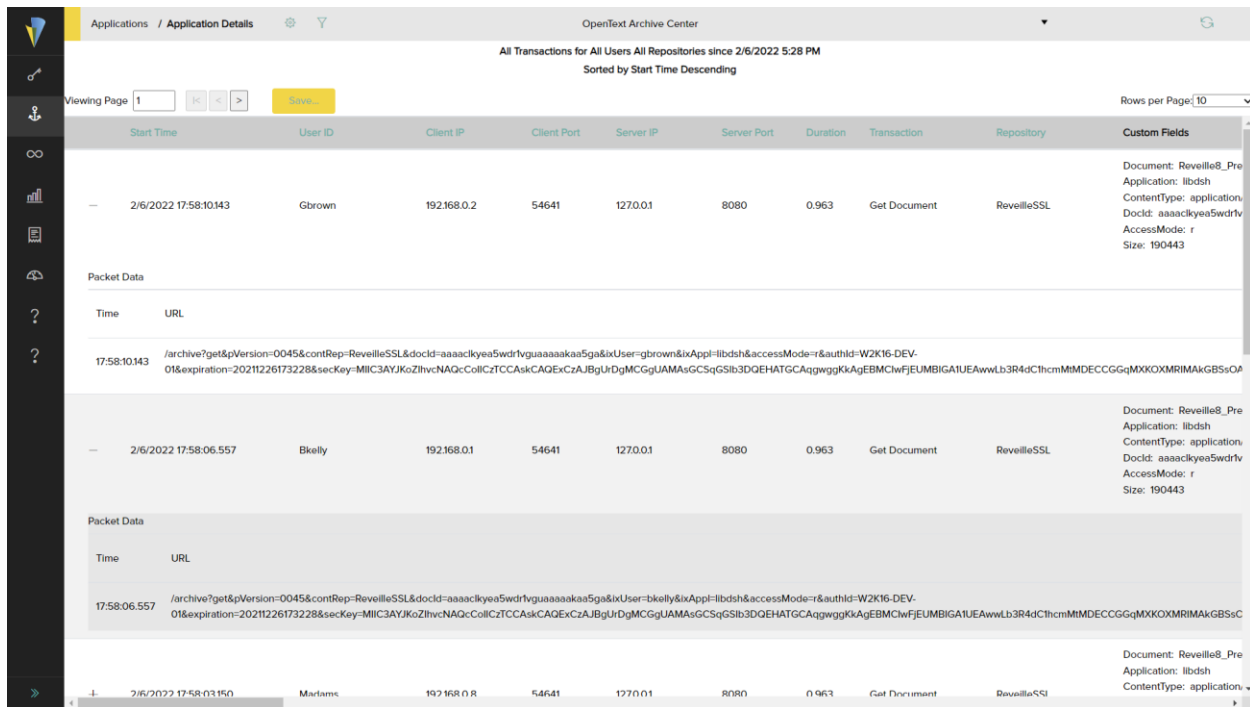


Figure 9: OpenText Archive Center User Activity Details

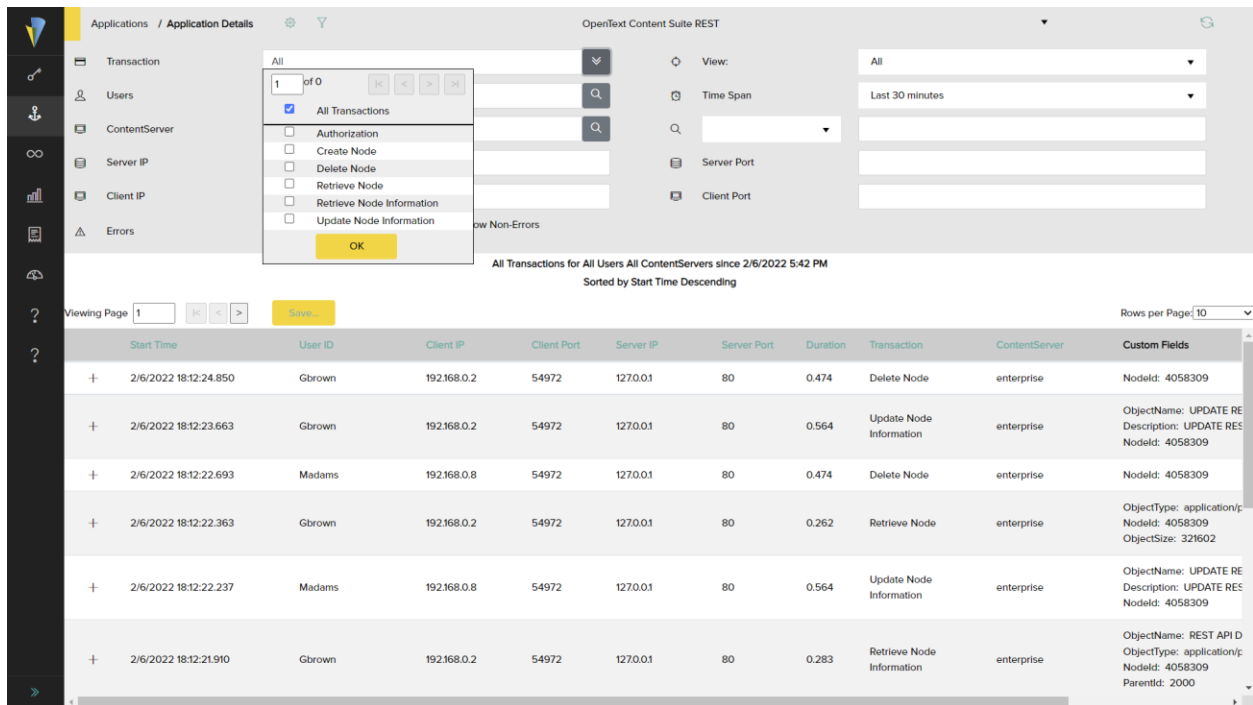


Figure 10: OpenText Content Management (Extended ECM) REST API Transaction Activity Details

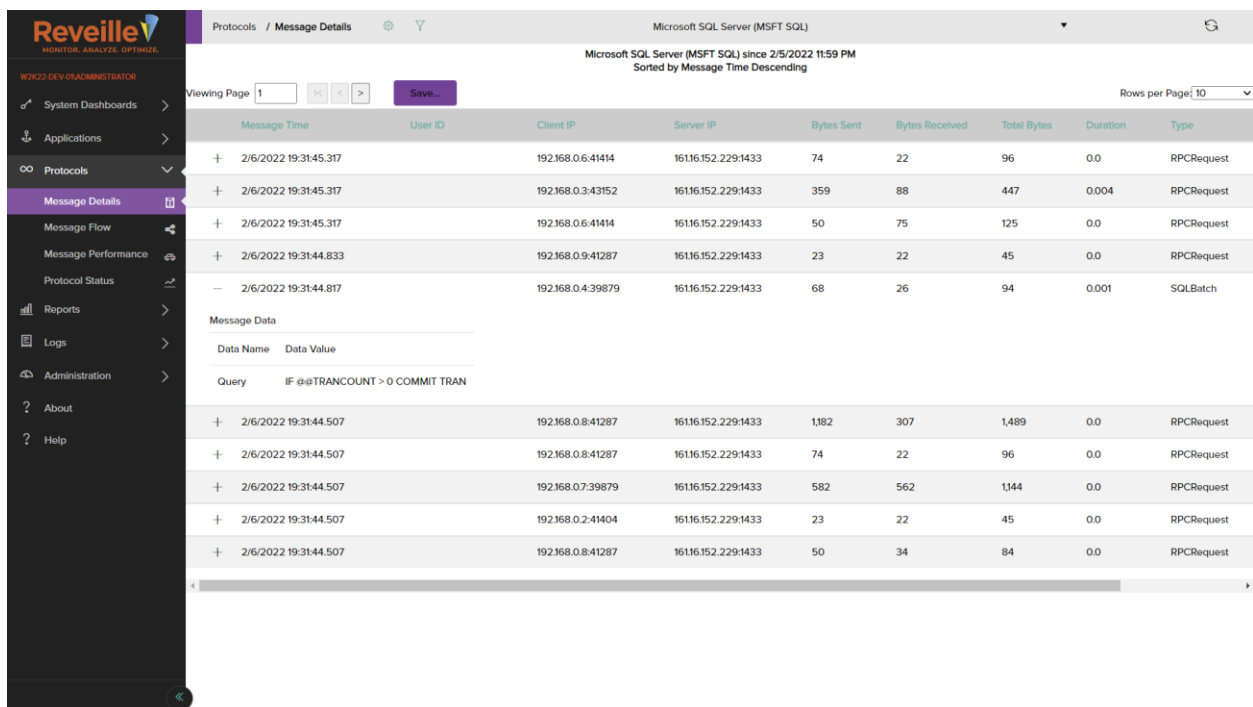


Figure 11: OpenText SQL Server Database Transaction Activity Details

3 Common Reveille for OpenText Content Management (Extended ECM) Use Cases

How can we reduce the amount for manual observation / execution of manual checklists for monitoring Content Management (Extended ECM)?

- Eliminate Content Management (Extended ECM) 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 Content Management (Extended ECM) 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 – total / active user counts
 - Dashboard metrics – thread run times, queues, and request counts
 - Dashboard metrics – Archive Center volume activity and performance
 - Dashboard metrics – Content Management (Extended ECM) client application transaction response times

How can we implement quickly and leverage best practice monitoring?

- Reveille has a large amount of “out of the box” components for Content Management (Extended ECM)
- Reveille’s auto discover creates monitors in minutes
- The Reveille implementation team has deep OpenText experience

How can we plan capacity needs to handle user growth?

- Reveille dashboard metrics gather baselines of Content Management (Extended ECM) operating performance
- Reveille User Analytics objectively understands Content Management (Extended ECM) 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 Content Management (Extended ECM) application by:
 - Customers typically see a reduced number of support tickets for Content Management (Extended ECM)
 - Customers typically see shortened MTTR for remaining, legitimate application issues
 - Coordination with OpenText’s support resources is greatly enhanced

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

- Reveille also works ‘out of the box’ with Intelligent Capture, InfoArchive, and Documentum, meets with OpenText product management, and participates in product release beta programs (such as the OpenText Developer Cloud)
- Reveille Software primary focus is CSP/ECM application management, user analytics, and detecting content access breaches

4 Summary

Reveille for Content Management (Extended ECM), in conjunction with other Reveille infrastructure wizard tests, deliver unmatched, comprehensive monitors to track, diagnose, repair, and report the Content Management (Extended ECM)-specific operational exceptions – with Content Management (Extended ECM) 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 using Reveille User Analytics functionality to extend the Reveille server core, Reveille delivers complete monitoring of the Content Management (Extended ECM) user activity (at the Content Management (Extended ECM) application transaction level) and of the Content Management (Extended ECM) platform. Reveille for Content Management (Extended ECM) 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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