

## 1. IMAGETRUST SYSTEM MONITOR OVERVIEW

The ImageTrust System Monitor provides agentless application management testing & monitoring capabilities to ensure the continued health and productivity of the ImageTrust batch capture platform. The ImageTrust monitor template provides pre-built, out-of-the-box tests that exercise the critical points of the ImageTrust batch capture platforms, ensuring peak application availability. Many tests include Dashboard Metrics 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, batch capture platform capacity, and batch aging. This broad coverage delivers active and preventive monitoring to avoid red level issues for ImageTrust environments, improve capture process visibility, and provide granular intraday ImageTrust threshold-based metrics for real-time management decision making. The ImageTrust System Monitor can conditionally trigger proactive capabilities to reduce processing bottlenecks, redrive repository connections, and execute PowerShell based recovery scripts.

The ImageTrust System Monitor can be extended using supplied infrastructure wizards for additional database (SQL Wizard), SOA or REST based applications (Web Service wizard for WSDL based services), file movement (File Access wizard for UNC/FTP/SFTP directories), and server (WMI/ Performance Counters for Windows) component testing capabilities. ImageTrust System Monitor includes a full suite of infrastructure wizards to rapidly create application monitors for key integration points and application dependencies.

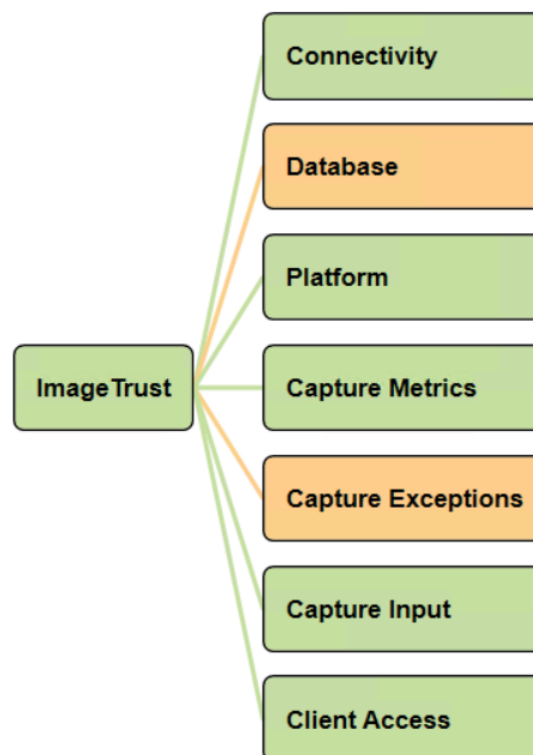


FIGURE 1: IMAGETRUST SYSTEM MONITOR

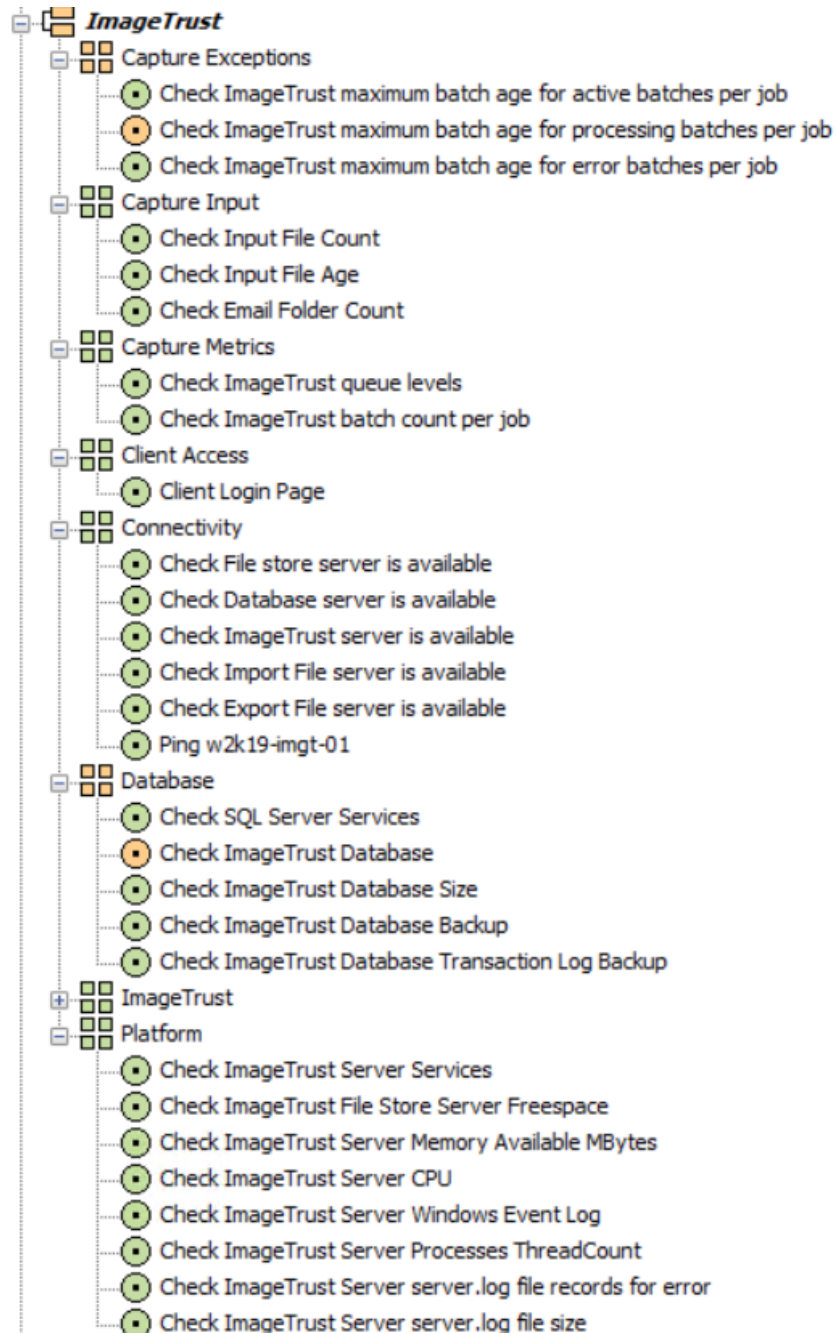


FIGURE 2: IMAGETRUST SYSTEM MONITOR LAYOUT

## 1.1 IMAGETRUST SYSTEM MONITOR 'OUT OF THE BOX' COMPONENT TEST DETAILS

### 1.1.1 Connectivity (ImageTrust Platform Machines Available)

- Check File store server is available
- Check Database server is available
- Check ImageTrust server is available
- Check Import File server is available
- Check Export File server is available
- Check Email servers available

### 1.1.2 Platform (ImageTrust Platform Available to Process Work)

- Check ImageTrust Server Services
- Check ImageTrust File Store Server Freespace
- Check ImageTrust Server Memory Available MBytes
- Check ImageTrust Server CPU
- Check ImageTrust Server Windows Event Log
- Check ImageTrust Server Processes Thread Count
- Check ImageTrust Server server.log file records for error
- Check ImageTrust Server server.log file size

### 1.1.3 Database (ImageTrust Database Available)

- Check SQL Server Services
- Check ImageTrust Database
- Check ImageTrust Database Size
- Check ImageTrust Database Backup
- Check ImageTrust Database Transaction Log Backup

### 1.1.4 Capture Metrics (ImageTrust Capture Processing)

- Check ImageTrust queue levels
- Check ImageTrust batch count per job

### 1.1.5 Client Access (ImageTrust Client Availability)

- Client Login Page

### 1.1.6 Capture Exceptions (ImageTrust Processing Exceptions)

- Check ImageTrust maximum batch age for active batches per job
- Check ImageTrust maximum batch age for processing batches per job
- Check ImageTrust maximum batch age for error batches per job

### 1.1.7 Capture Input (ImageTrust Digital Ingestion Processing)

- Check Input File Count
- Check Input File Age
- Check Email Folder Count

## 2. IMAGETRUST SYSTEM MONITOR DASHBOARD METRICS

The dashboard metric capabilities expand Reveille’s agentless application monitoring into measurement of operational key performance indicators (KPI’s). ImageTrust System Monitor can gather ImageTrust for display and reporting in ImageTrust specific 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 batch capture. Additional metrics can be defined and added based on your requirements. The gathered metrics are also available via ImageTrust System Monitor REST API’s for use in supplied Microsoft Power BI data connectors or by other data visualization and analytic tools.

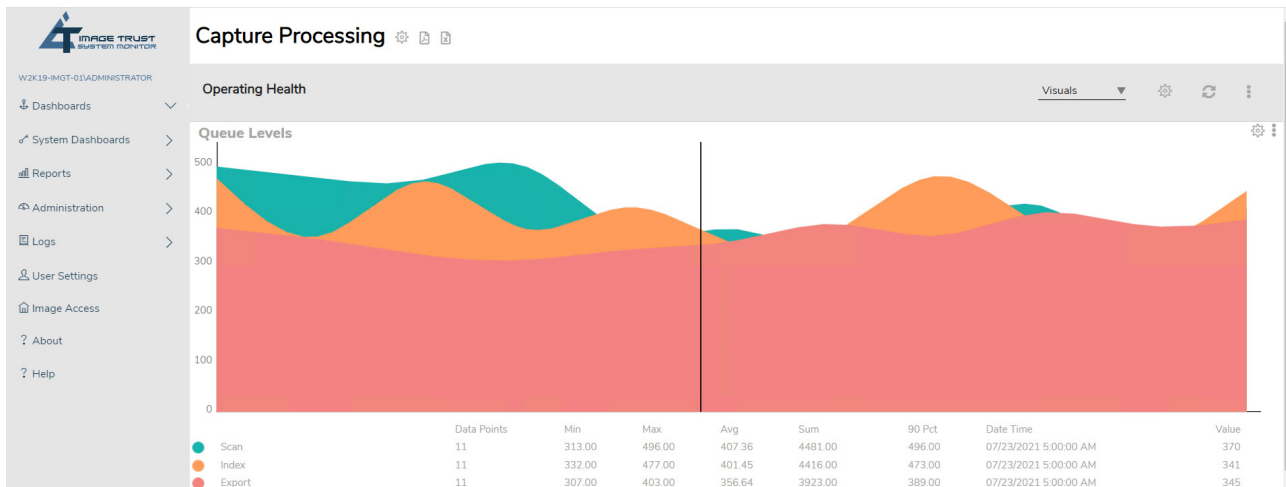


FIGURE 3: IMAGETRUST SYSTEM MONITOR QUEUE LEVEL METRICS

Dashboard metrics view can be created for multiple metric combinations. The above example shows ImageTrust queue levels. This information is helpful for tracking ImageTrust platform batch processing and service levels.

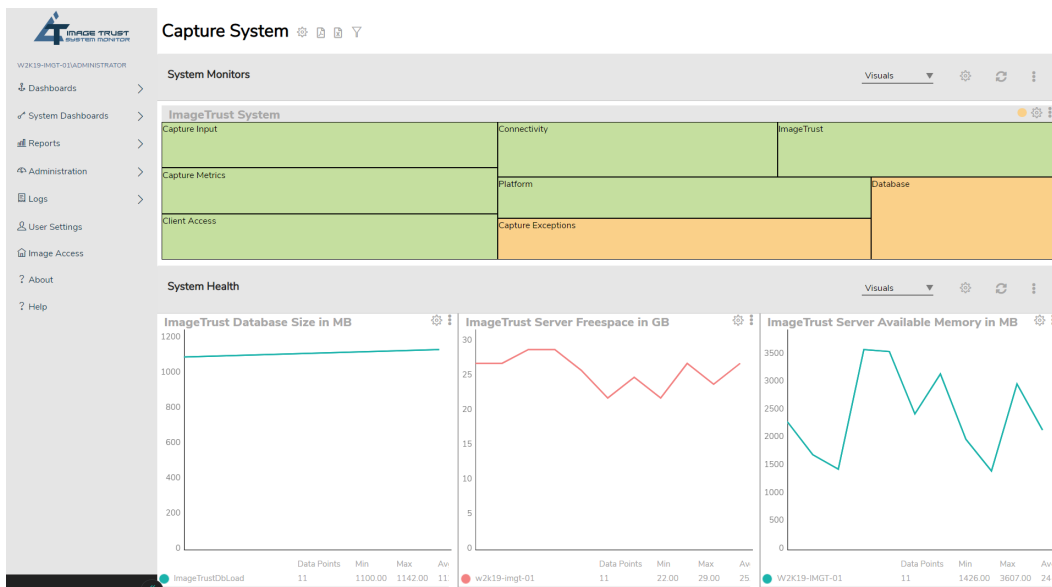


FIGURE 4: IMAGETRUST SYSTEM MONITOR SYSTEM HEALTH

# ImageTrust System Monitor Overview



Metrics are included for:

- Tracking of ImageTrust queue processing levels
- Tracking of ImageTrust processing exceptions
- Tracking of ImageTrust server processing performance
- Tracking of ImageTrust database health
- Tracking of ImageTrust digital ingestion performance

The pre-packaged ImageTrust System Monitor metrics enable the quick configuration of robust metric definitions.

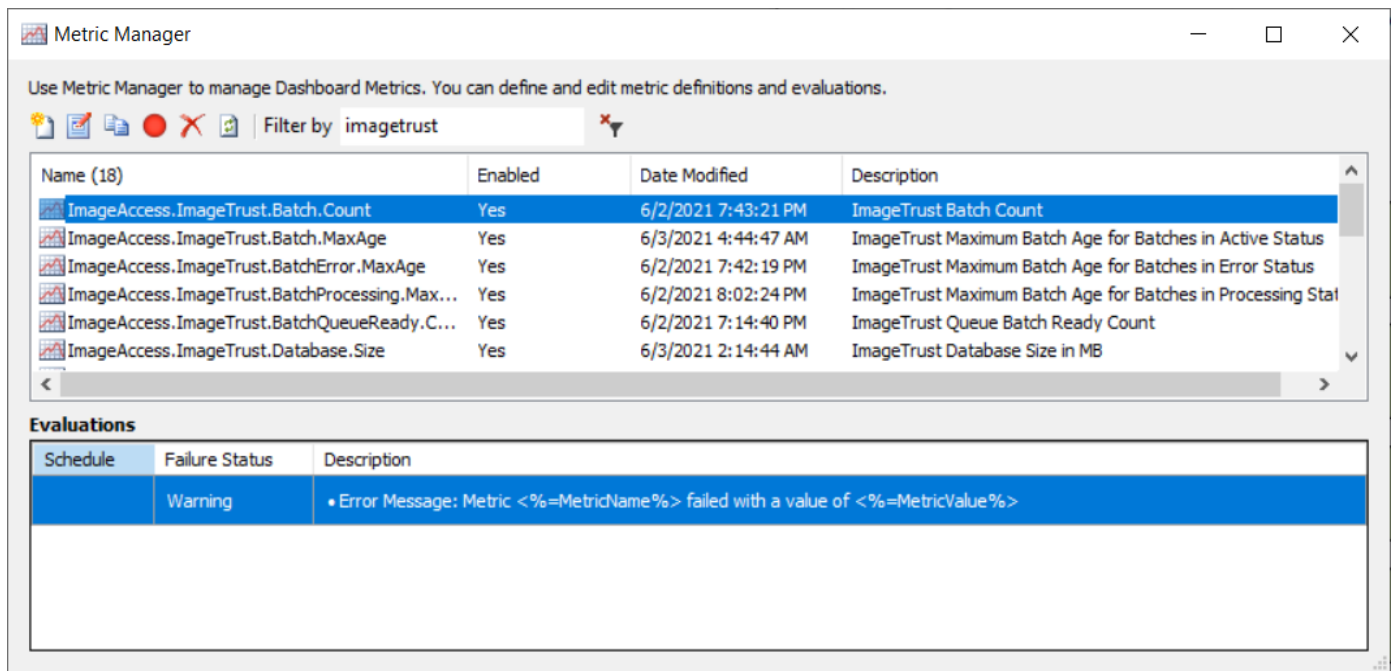


FIGURE 5: IMAGETRUST SYSTEM MONITOR METRIC MANAGER

By using the ImageTrust System Monitor metrics manager, metrics are easy to create saving time and money. The out-of-the-box metrics comparisons include:

- Maximum or Minimum
- Numeric Range
- Percentage or Absolute Change
- Average
- Number of Occurrences
- Last N Times
- Visual Basic (VB) .NET expressions

Once defined and initiated, the ImageTrust System Monitor 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 dashboards or scheduled report distribution.

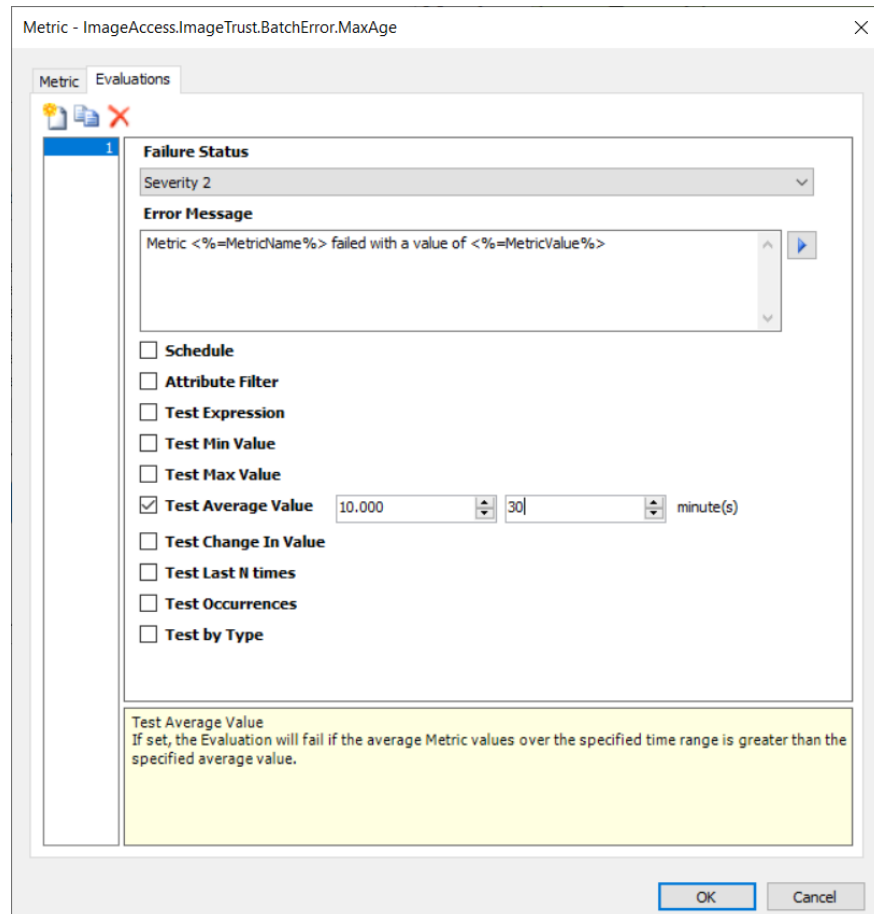


FIGURE 6: METRIC EVALUATION DEFINITION

### 3 COMMON IMAGETRUST SYSTEM MONITOR USE CASES

ImageTrust System Monitor provides quick benefits for typical ImageTrust use case scenarios; described in the following format.

#### 3.1.1 Use Case Category

Use case question

- ImageTrust System Monitor feature(s) that, together, provide solutions to the use case.

## 3.1.2 Platform Operating Environment Use Cases:

Is the ImageTrust batch capture platform operating correctly?

- Check that the ImageTrust services are connected and active.
- Check the ImageTrust server capacity.

Are the related capture input sources (fax directories, email import, etc.) available?

- Check that the input sources are available and online.

Are there any application platform errors or exceptions?

- Check the ImageTrust server logs.

## 3.1.3 ImageTrust Operating Environment Use Cases

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

- Check batch aging and counts for all queues.
- Check for batch time in error.

Are all the scanners operating in a timely manner?

- Check the ImageTrust scan queue processing levels.

Is digital 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 ImageTrust server event log and product error logs.

## 3.1.4 Resource / Capacity Use Cases:

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

- Check ImageTrust batch throughout.
- Check ImageTrust server CPU/Memory/Network performance.
- Check ImageTrust server free disk space.

Are customer SLA's being met?

- Monitor service level reporting.
- Dashboard queue level metrics for jobs.
- ImageTrust export processing volumes, exceptions, and trends.

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

- Dashboard queue level metrics with unit cost for a queue.

Is there sufficient batch capture capacity for processing?

- Dashboard metrics with ImageTrust system operating health views.
- Dashboard queue metrics with batch counts.