opentext™

OpenText Content Management Informant Package

Maximize the value of information management systems

Benefits

- Reduced administrative costs
- Visibility into historical trends over time
- Admin server checks with proactive process restarts
- Fewer system-wide outages

Application availability, functionality, and performance are the keys to deployment success. While many organizations have basic monitoring tools in place, they find it difficult to perform application-level monitoring on all their components. This means issues may initially go undetected by IT, leading to more user complaints, reactive firefighting, and increased total cost of ownership.

The OpenText™ Content Management Informant Package provides organizations with the tools and guidance to proactively monitor their OpenText content management solution and detect a wide variety of issues early—often before any users report the issue.

Reduced administrative costs

Organizations will reduce costs by lowering or eliminating the manual monitoring of components or maintenance of custom monitoring scripts. Leveraging information provided by alerts also saves costs through fewer end user tickets and reduced time to fix any issues, while increasing end user satisfaction and adoption.

Visibility into historical trends

Over time, historical trends can be seen across the following areas: component availability, storage consumption rates, average rate for notification and search indexing, thread capacity issues, understanding memory leaks, and adoption data.

Admin server checks

With a regular proactive process restart, each admin server is checked along with its associated processes to ensure they are in the correct state. For any that are not correct, there will be an automatic attempt to restart to resolve any issues.

Fewer system-wide outages

Alert history and historical visibility into trends enable early warnings. Responding to these early warnings can avoid potential system-wide outages.

Examples of what can be monitored include:

Availability

- Complete end-to-end tests are successful (load balancers, web servers, and content servers)
- OpenText™ Content Management is able to read/write to the database
- All admin servers are running and not reporting process errors; self-healing attempted when problems detected
- Search engine returns valid results
- All EFS partitions and/or archive servers are readable/writable by all content servers
- Trace files are not being generated

Performance

- Server response time is within desired limits
- Adequate end-user threads are available, and queuing is not occurring
- Lack of long-running requests

Capacity

- Local file systems have adequate free space; OpenText Content Management temp files can be auto cleaned when OTHOME partition is critically low
- EFS partitions have adequate free space; consumption can be charted over time and growth rates provided for capacity planning
- Search partitions are below desired percent-full threshold

Consistency

- Patches are consistent across all servers and audits of all installations/removals are provided
- Configuration files (opentext.ini) are consistent with side-by-side comparison view across all servers; audits of all configuration changes (opentext.ini and KINI) are provided

Back-end processing

- All scheduled agents are running regularly
- Notification agent is not falling behind
- Search indexing is not falling behind
- Search backups are current

Daily trend analysis

- Number of objects, versions, average version size
- Number of users, number of groups
- Document upload count, document view count, unique users count

Resource consumption

- CPU
- Memory
- Disk space
- OpenText Content Management process: memory and CPU

Recommendations

- Unused facet trees, facets, columns
- Best practices

Scheduling system maintenance windows

- Recurring or one-off
- Pausing Informant checks during scheduled maintenance windows

Log integration with third-party monitoring tools

- Comma separated values in log
- Success/failure for each check
- Severity level
- Parsable log

REST APIs

- Gather or update configuration
- Get patch history, patch comparison, INI history, and alert history
- Perform ping and check
- Update activation code
- Gather, update or delete scheduled maintenance outages

Service offerings

- **Informant Package** Organizations that prefer to set up and use OpenText™ Content Management Informant themselves can purchase the Informant Package. The package includes one year of Optimize Assist Solution Support (OASS). From the second year onward, OASS is optional but is required for support updates and patching.

For organizations that are looking for a higher level of support, the following additional service offerings are available:

- **Optimize Assist with Monitoring** OpenText can monitor alerts for you! During regular business hours, the OpenText Administered Monitoring Service program offers complete monitoring and minor corrective action for generated alerts. A 24×7 program is also available for production-critical alerts.

- **OpenText Managed Services** Alternatively, benefit from the Informant capabilities in the context of an OpenText Managed Services engagement, where experts take full responsibility for operating OpenText systems and leverage the Informant tool for the best possible monitoring.

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