Reveille for ABBYY

Technical Overview

2025

1 Reveille for ABBYY Technical Overview

Reveille supports ABBYY FlexiCapture, FlexiCapture Cloud, and Vantage. Reveille for ABBYY IDP provides over 120 'out-of-the-box' ABBYY specific tests and over 200 ABBYY Dashboard Metrics. This broad coverage delivers active and preventive monitoring to avoid 'red' level issues for ABBYY IDP environments and solutions, improve capture process visibility, and provide granular intraday ABBYY threshold-based metrics for real-time management decision making. Reveille also provides ABBYY FlexiCapture web application transaction activity and security visibility. Reveille for ABBYY creates monitor tests using ABBYY specific wizards templates approach to build a working ABBYY monitor in minutes.

The Reveille for ABBYY 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. Reveille conditionally triggers self-healing recovery capabilities to reduce ABBYY processing bottlenecks, redrive repository connections, and can execute PowerShell based recovery scripts to restart ABBYY required services.

Reveille has over 25+ connectors available to share the Reveille gathered information across the enterprise with common SIEM's (such as Splunk) and event/incident management (ServiceNow). Reveille provides over 170 REST endpoints using common HTTP methods (GET/POST/PUT/DELETE) to administer Reveille, control operation, retrieve metrics, retrieve user activity, and check operating status.
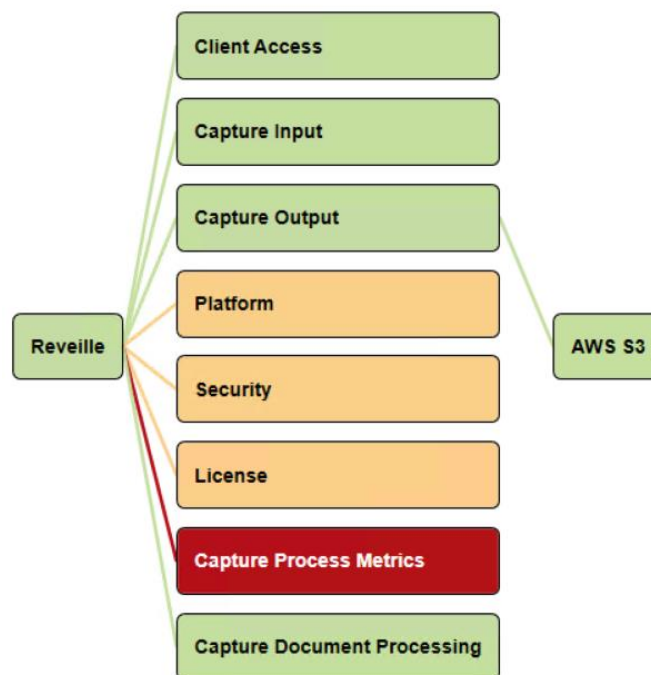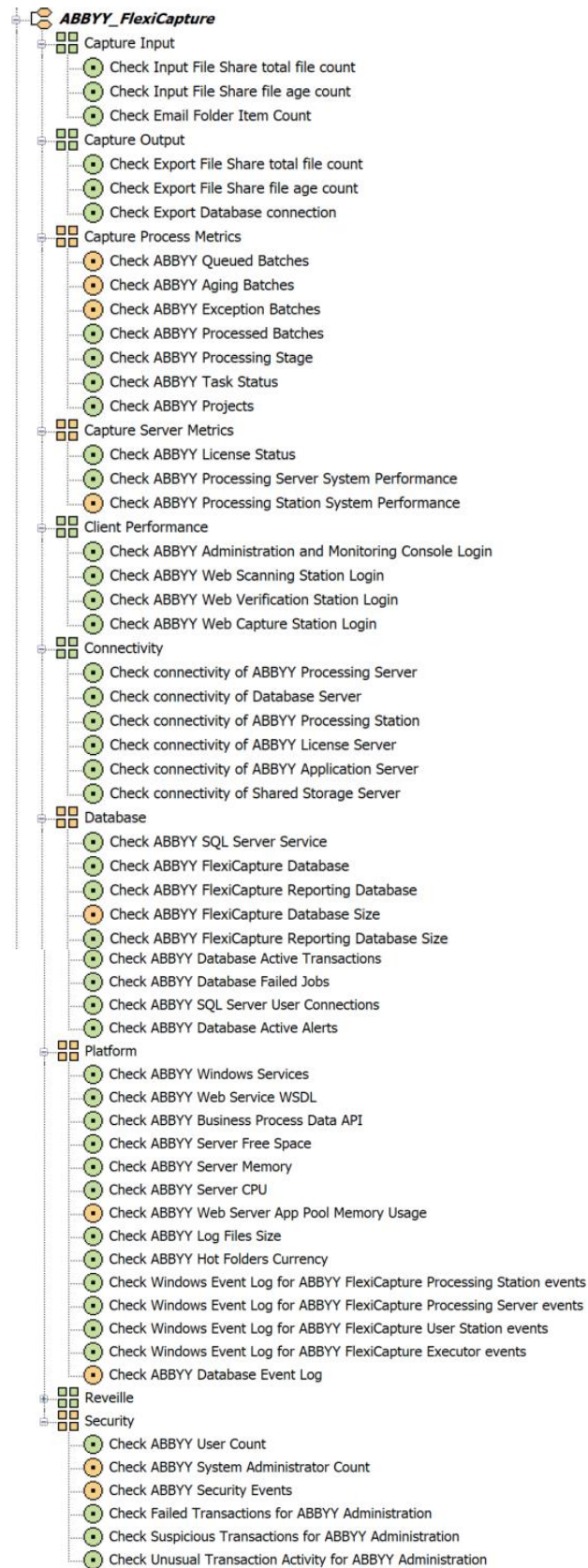

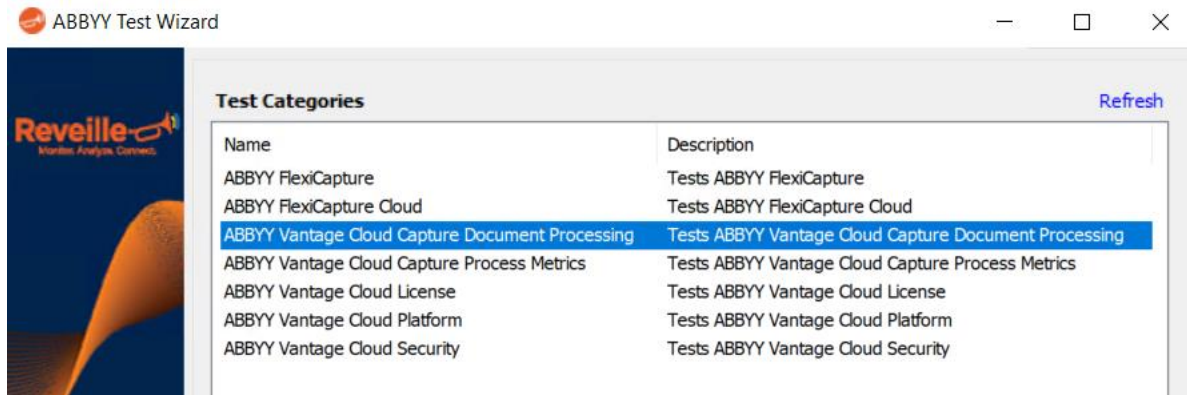**Figure 1: ABBYY Vantage Monitor**

- **ABBYY_FlexiCapture**
  - Capture Input
    - Check Input File Share total file count
    - Check Input File Share file age count
    - Check Email Folder Item Count
  - Capture Output
    - Check Export File Share total file count
    - Check Export File Share file age count
    - Check Export Database connection
  - Capture Process Metrics
    - Check ABBYY Queued Batches
    - Check ABBYY Aging Batches
    - Check ABBYY Exception Batches
    - Check ABBYY Processed Batches
    - Check ABBYY Processing Stage
    - Check ABBYY Task Status
    - Check ABBYY Projects
  - Capture Server Metrics
    - Check ABBYY License Status
    - Check ABBYY Processing Server System Performance
    - Check ABBYY Processing Station System Performance
  - Client Performance
    - Check ABBYY Administration and Monitoring Console Login
    - Check ABBYY Web Scanning Station Login
    - Check ABBYY Web Verification Station Login
    - Check ABBYY Web Capture Station Login
  - Connectivity
    - Check connectivity of ABBYY Processing Server
    - Check connectivity of Database Server
    - Check connectivity of ABBYY Processing Station
    - Check connectivity of ABBYY License Server
    - Check connectivity of ABBYY Application Server
    - Check connectivity of Shared Storage Server
  - Database
    - Check ABBYY SQL Server Service
    - Check ABBYY FlexiCapture Database
    - Check ABBYY FlexiCapture Reporting Database
    - Check ABBYY FlexiCapture Database Size
    - Check ABBYY FlexiCapture Reporting Database Size
    - Check ABBYY Database Active Transactions
    - Check ABBYY Database Failed Jobs
    - Check ABBYY SQL Server User Connections
    - Check ABBYY Database Active Alerts
  - Platform
    - Check ABBYY Windows Services
    - Check ABBYY Web Service WSDL
    - Check ABBYY Business Process Data API
    - Check ABBYY Server Free Space
    - Check ABBYY Server Memory
    - Check ABBYY Server CPU
    - Check ABBYY Web Server App Pool Memory Usage
    - Check ABBYY Log Files Size
    - Check ABBYY Hot Folders Currency
    - Check Windows Event Log for ABBYY FlexiCapture Processing Station events
    - Check Windows Event Log for ABBYY FlexiCapture Processing Server events
    - Check Windows Event Log for ABBYY FlexiCapture User Station events
    - Check Windows Event Log for ABBYY FlexiCapture Executor events
    - Check ABBYY Database Event Log
  - Reveille
  - Security
    - Check ABBYY User Count
    - Check ABBYY System Administrator Count
    - Check ABBYY Security Events
    - Check Failed Transactions for ABBYY Administration
    - Check Suspicious Transactions for ABBYY Administration
    - Check Unusual Transaction Activity for ABBYY Administration

Figure 2: ABBYY FlexiCapture Expanded Monitor

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Figure 3: ABBYY Monitor Creation Wizard

1.1 ABBYY FlexiCapture 'Out-of-the-Box' Individual Component Test Details

1.1.1 Connectivity (ABBYY FlexiCapture Servers available)

- Check connectivity of ABBYY Processing Server
- Check connectivity of ABBYY Processing Station
- Check connectivity of ABBYY License Server
- Check connectivity of ABBYY Application Server
- Check connectivity of Database Server
- Check connectivity of Shared Storage Server

1.1.2 Platform (ABBYY FlexiCapture platform available to process work)

- Check ABBYY Windows Services
- Check ABBYY Web Service WSDL
- Check ABBYY Business Process Data API
- Check ABBYY Server Free Space
- Check ABBYY Server Memory
- Check ABBYY Server CPU
- Check ABBYY Web Server App Pool Memory Usage
- Check ABBYY Log Files Size
- Check ABBYY Hot Folders Currency
- Check Windows Event Log for ABBYY FlexiCapture Processing Server events
- Check Windows Event Log for ABBYY FlexiCapture User Station events
- Check Windows Event Log for ABBYY FlexiCapture Executor events
- Check Windows Event Log for ABBYY FlexiCapture Processing Station events
- Check ABBYY Database Event Log

1.1.3 Database (ABBYY FlexiCapture databases available and health)

- Check ABBYY SQL Server Service
- Check ABBYY FlexiCapture Database
- Check ABBYY FlexiCapture Database Size
- Check ABBYY FlexiCapture Reporting Database
- Check ABBYY FlexiCapture Reporting Database Size
- Check ABBYY Databases Transaction Log Backup
- Check ABBYY Database Deadlocks/sec
- Check ABBYY Database Active Transactions

- Check ABBYY Database Failed Jobs
- Check ABBYY SQL Server User Connections
- Check ABBYY Database Active Alerts

1.1.4 Server Metrics (ABBYY FlexiCapture server efficiency and license status)

- Check ABBYY License Status
- Check ABBYY Processing Server System Performance
- Check ABBYY Processing Station System Performance

1.1.5 Process Metrics (ABBYY FlexiCapture operating throughput and exceptions)

- Check ABBYY Queued Batches
- Check ABBYY Aging Batches
- Check ABBYY Exception Batches
- Check ABBYY Processed Batches
- Check ABBYY Processing Stage
- Check ABBYY Task Status
- Check ABBYY Projects

1.1.6 Security Exceptions (ABBYY FlexiCapture security events)

- Check ABBYY User Count
- Check ABBYY System Administrator Count
- Check ABBYY Security Events
- Check Failed Transactions for ABBYY Administration
- Check Suspicious Transactions for ABBYY Administration
- Check Unusual Transaction Activity for ABBYY Administration

1.1.7 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

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

- Check export database connection
- Check export file share total file count
- Check input file share file age count

1.1.9 Client Access (Verify ABBYY FlexiCapture clients availability)

- Check ABBYY Administration and Monitoring Console Login
- Check ABBYY Web Scanning Station Login

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- Check ABBYY Web Verification Station Login
- Check ABBYY Web Capture Station Login

1.2 ABBYY FlexiCapture Cloud 'Out-of-the-Box' Individual Component Test Details

1.2.1 Platform (ABBYY FlexiCapture Cloud platform available to process work)

- Check ABBYY FlexiCapture Cloud Login Page
- Check ABBYY FlexiCapture Cloud Event Errors
- Check ABBYY FlexiCapture Cloud Get Event Data
- Check ABBYY FlexiCapture Cloud Service Status

1.2.2 Process Metrics (ABBYY FlexiCapture Cloud operating throughput and exceptions)

- Check ABBYY FlexiCapture Cloud Batch Aging
- Check ABBYY FlexiCapture Cloud Batch Exceptions
- Check ABBYY FlexiCapture Cloud Get Task Status Data
- Check ABBYY FlexiCapture Cloud Get Batch Status Data
- Check ABBYY FlexiCapture Cloud Batches Processed
- Check ABBYY FlexiCapture Cloud Batches Processing
- Check ABBYY FlexiCapture Cloud Task Status

1.2.3 License (ABBYY FlexiCapture Cloud license status)

- Check ABBYY FlexiCapture Cloud License Status
- Check ABBYY FlexiCapture Cloud Remaining Page Count and Days to License Expiration

1.2.4 Capture Document Task Processing (ABBYY FlexiCapture Cloud document task processing and service levels)

- Check ABBYY FlexiCapture Cloud Upload File
- Check ABBYY FlexiCapture Cloud Download File
- Check ABBYY FlexiCapture Cloud Get File Information
- Check ABBYY FlexiCapture Cloud Run Document Capture Task
- Check ABBYY FlexiCapture Cloud Get Document Capture Task Information
- Check ABBYY FlexiCapture Cloud Get Task Processing Information

- Check ABBYY FlexiCapture Cloud Delete File

- Check ABBYY FlexiCapture Cloud Delete Task Data

1.2.5 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

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

- Check export database connection

- Check target content services connection

- Check export file share total file count

- Check input file share file age count

1.2.7 Clients Access (Verify ABBYY FlexiCapture Cloud clients availability)

- Check ABBYY FlexiCapture Cloud Main Login

- Check ABBYY FlexiCapture Cloud Administration and Monitoring Console Login

- Check ABBYY FlexiCapture Cloud Web Verification Station Login

- Check ABBYY FlexiCapture Cloud Web Scanning Station Login

- Check ABBYY FlexiCapture Cloud Web Capture Station Login

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1.3 ABBYY Vantage 'Out-of-the-Box' Individual Component Test Details

1.3.1 Platform (ABBYY Vantage platform configuration and available to process work)

- Check ABBYY Vantage Get Access Token

- Check ABBYY Vantage Cloud Status

- Check ABBYY Vantage Tenant List

- Check ABBYY Vantage Tenant

- Check ABBYY Vantage API Status

- Check ABBYY Vantage Skill Names

- Check ABBYY Vantage Skill Types

- Check ABBYY Vantage Catalogs

- Check ABBYY Vantage Catalogs Environment Variables

- Check ABBYY Vantage Catalog Records

- Check ABBYY Vantage Transactions Error Log

1.3.2 Process Metrics (ABBYY Vantage operating throughput and exceptions)

- Check ABBYY Vantage Skills Monitor - Processing

- Check ABBYY Vantage Skills Monitor - Extraction

- Check ABBYY Vantage Skills Monitor - Classification

- Check ABBYY Vantage Skills Monitor - Assembling

- Check ABBYY Vantage Skills Monitor - OCR

- Check ABBYY Vantage Active Transactions

- Check ABBYY Vantage Completed Transactions

- Check ABBYY Vantage Transaction Steps

- Check ABBYY Vantage Documents Processed by Skill

- Check ABBYY Vantage Fields Processed by Skill

1.3.3 License (ABBYY Vantage license status)

- Check ABBYY Vantage Users

- Check ABBYY Vantage API Clients

- Check ABBYY License Page Count/Utilization and Days to License Expiration

1.3.4 Capture Document Task Processing (ABBYY Vantage document task processing and service levels)

- Check ABBYY Vantage Create Empty Transaction

- Check ABBYY Vantage Upload File

- Check ABBYY Vantage Start Transaction

- Check ABBYY Vantage Transaction Completion

1.3.5 Security (ABBYY Vantage security events)

- Check ABBYY Vantage Security Log

1.3.6 Capture Input (Input source availability, currency, and processing)

- Check SFTP input folder

- Check SFTP input exception folder

- Check email folder for number of items

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

- Check export database connection

- Check target content services connection

- Check SFTP output folder

1.3.8 Client Access (Verify ABBYY Vantage clients availability)

- Check ABBYY Vantage Cloud Main Login

- Check ABBYY Vantage Cloud Manual Review Login

1.4 Reveille Collector

The Reveille Collector is a patented subsystem that offloads the collection and capture of data from the monitor wizard and tests, a perfect solution for cloud or highly secured environments. This provides a low footprint method for data collection from the customer remote locations. ABBYY 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), no database or application server
- Reduces network latency and log file size impact (Collector located near or at application target)
- Reduced application processing (maintain application login state)
- Optionally control operation, updates, and configuration from a Reveille server
- Local credential store option so application credentials are not shared with 3rd parties.

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 ABBYY IDP solutions. 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.
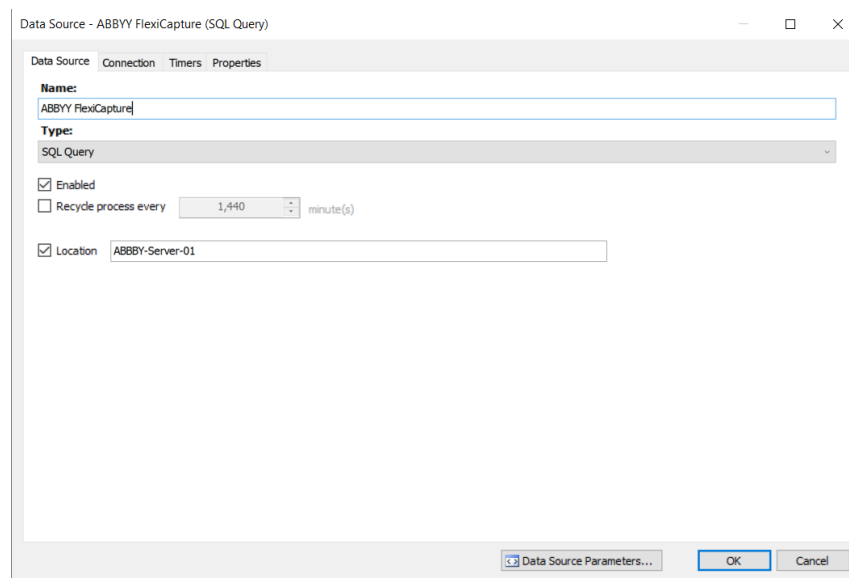
Figure 4:ABBYY FlexiCapture Collector Definition

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Figure 5:ABBYY Vantage Collector Definition

2 ABBYY Dashboard Metrics

The dashboard metric capabilities expand Reveille's agentless application management into measurement of intelligent automation operational key performance indicators (KPI's). The dashboard functionality includes the ability to track batch and server exception thresholds, exposing elevated risk areas such as service delivery attainment, operational efficiency, and compliance issues with ABBYY FlexiCapture. 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 ABBYY IDP process exceptions

- Tracking ABBYY IDP process batch service levels

- Tracking ABBYY FlexiCapture server performance and capacity

- Tracking Capture Input data sources such as fax input, hot folders, and SFTP folders

- Tracking ABBYY security, transaction, and error log events

- Tracking Capture Output data sources such as NAS shares, target content platforms, SFTO output folders, or databases

Figure 6: ABBYY Vantage Dashboard Metrics

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2.1 ABBYY FlexiCapture Dashboard Example
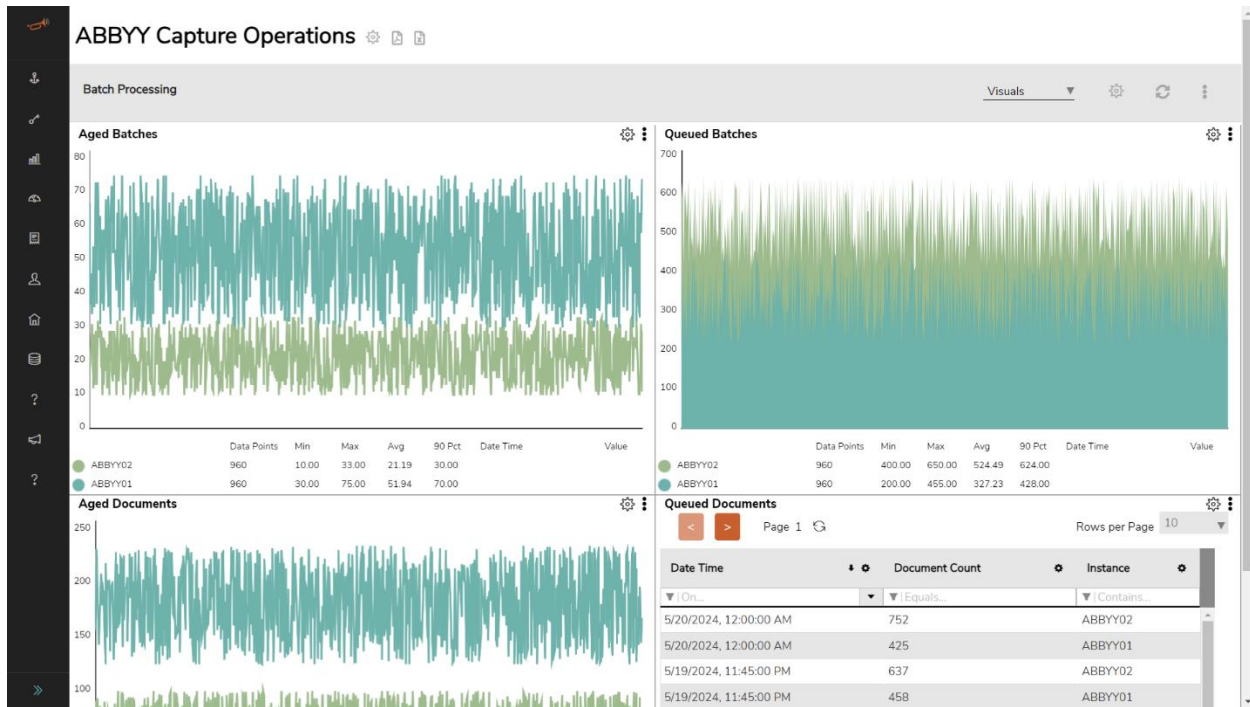
Figure 7: ABBYY FlexiCapture Dashboard
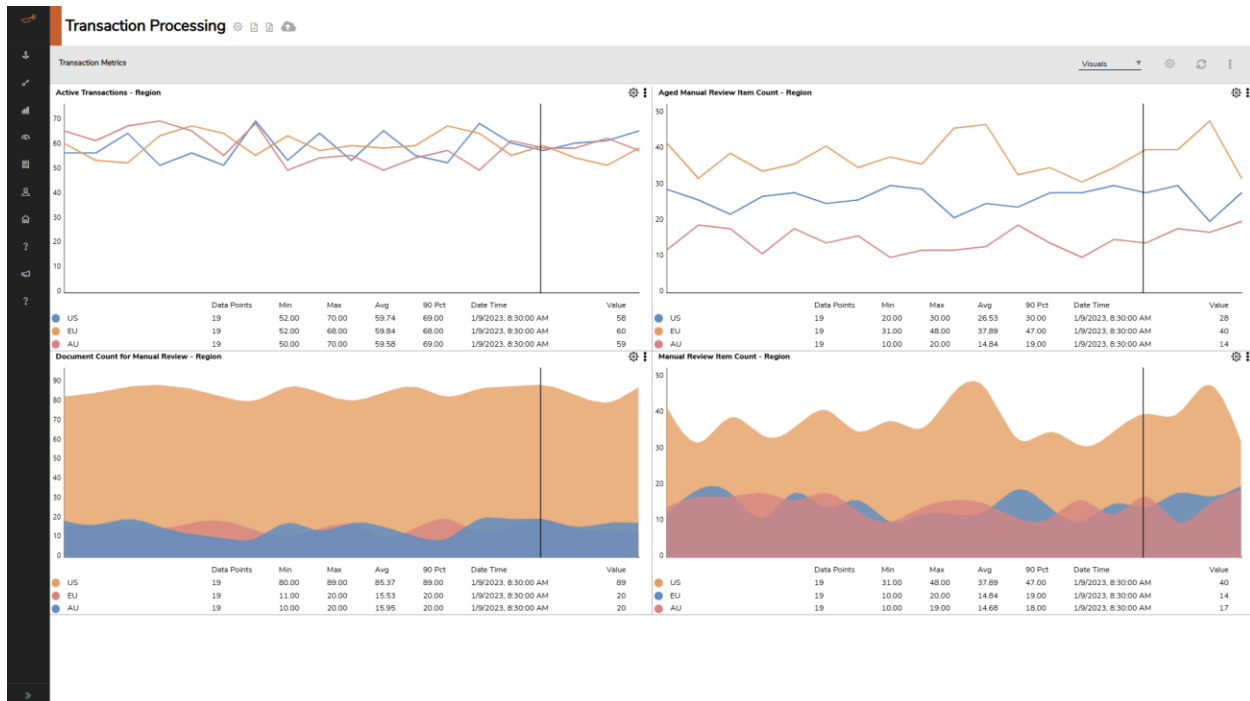
Figure 8: ABBYY Vantage Dashboard

Dashboard metrics view can be created for multiple metric combinations. The above example shows ABBYY FlexiCapture process batch and document queue and aging levels. This information is helpful for tracking ABBYY FlexiCapture 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

- .NET expressions

Once defined and initiated, the ABBYY IDP 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 9: ABBYY Metric Evaluation Definition

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3 ABBYY FlexiCapture User Analytics

Beyond operating KPI's, Reveille dashboards have out of the box visuals for understanding ABBYY FlexiCapture web 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 ABBYY FlexiCapture web applications, including encrypted (SSL) using RSA based ciphers.

- 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 ABBYY application 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.
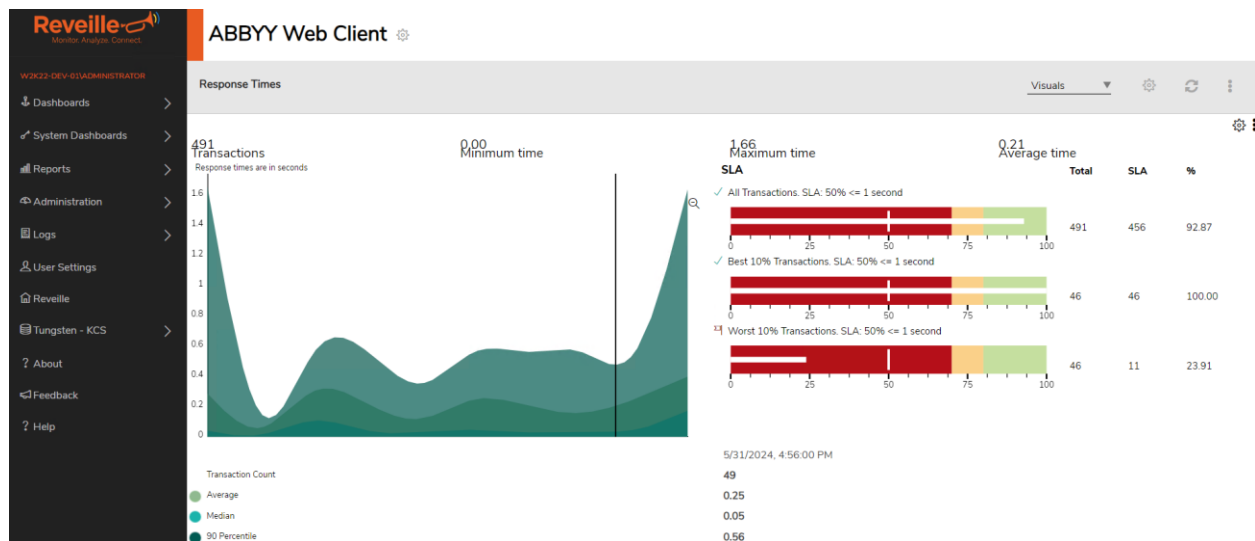
Figure 10: ABBYY FlexiCapture Web Application Performance Dashboard

Figure 11: ABBYY FlexiCapture Web Applications User Activity

Figure 12: ABBYY FlexiCapture Administration User Activity

4 Common Reveille ABBYY IDP Use Cases

Reveille provides quick benefits for these typical ABBYY 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 ABBYY FlexiCapture platform operating correctly?

- Check the Capture servers connectivity.

- Check the Capture server resource utilization and capacity.

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

- Check that the input sources are available and online.

Are the related capture output targets (file directories, archives, repositories, etc.) available?

- Check that the output sources are available and exported files are processed.

Are there any application platform errors or exceptions?

- Check the Capture server event log and database event log.

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

- Check the ABBYY Client access and login performance.

4.1.2 Capture operating environment use cases

Are batches being processed in a timely manner and within service levels? For ABBYY Vantage, how are documents processing if they require a Manual Review step?

- Check batch aging for all or a specific ABBYY queues.

- Check for batches in exception status.

- Check the task levels for each task status.

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 ABBYY FlexiCapture server event log and database event 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 ABBYY process.

- Check for batches in exception status.

- Check the task levels for each task status.

Is work being created in a timely manner?

- Check that batches are being created and capture input sources are moving files.

Are there any security, error, or transaction exceptions?

- Check the ABBYY security, error, and transaction logs. For ABBYY FlexiCapture, check windows event log and database log.

4.1.4   License utilization:

What is our current license page count volumes, trends, and utilization? When do we need to plan for license renewal?

- Check ABBYY license status and expiration dates.

4.1.5   Resource and capacity use cases:

What is the ABBYY FlexiCapture server performance and utilization? What are the transaction levels?

- Check ABBYY Processing Server performance metrics.

- Check ABBYY Process Station performance metrics

- Check Capture server free disk space.

Are customer SLA's being met?

- Batch service level reporting.

- Dashboard batch level metrics for each queues.

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

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

Is there enough ABBYY FlexiCapture capacity for processing?

- Check ABBYY task activity and task duration.

- Check the ABBYY Processing Station performance levels.

- Check the ABBYY Processing Server performance levels.

5   Summary

Reveille for ABBYY, in conjunction with other Reveille infrastructure capabilities, delivers unmatched, comprehensive monitors to track, diagnose, repair, and report the ABBYY specific operational exceptions – with ABBYY FlexiCapture, FlexiCapture Cloud, and Vantage specific metrics and web application user access visibility. Reveille collectors gather the 'last mile' of the customer experience, access, and ingestion for ABBYY FlexiCapture and Vantage SaaS delivered solutions. 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 core, Reveille delivers complete monitoring of the ABBYY FlexiCapture web application transaction activity (at the ABBYY FlexiCapture web application transaction level) and of the ABBYY FlexiCapture platform. Reveille for ABBYY integrates with existing SEIM platforms (such as Splunk) and incident management systems (such as ServiceNow) to extend your existing IT investments.

ABBYY

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