



IBM ECM SYSTEM MONITOR

WHITEPAPER

Proactive application health monitoring for
your IBM Business Automation platform

Protect customer experience and worker productivity
and mitigate risks by automating Content & Workflow
application health checks 24/7

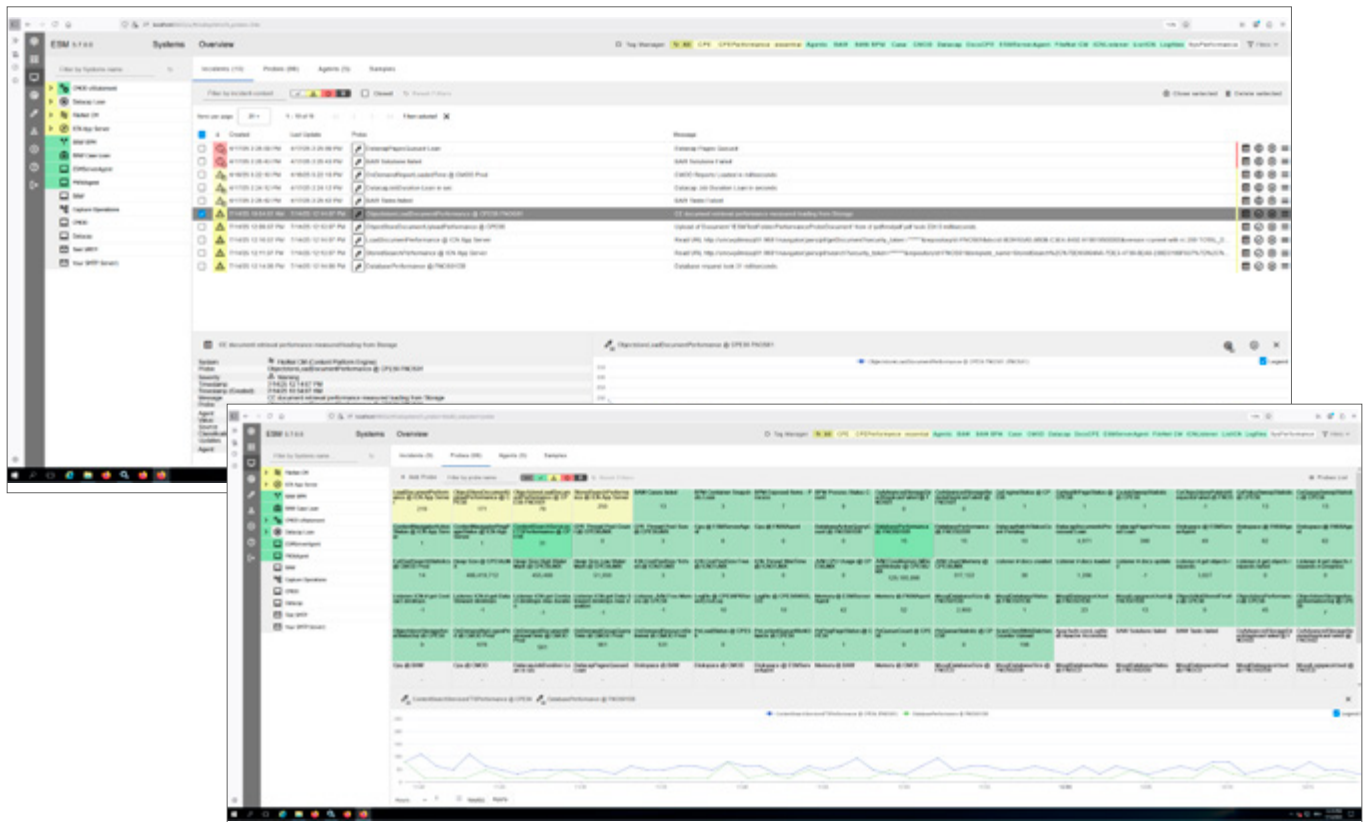


Highlights

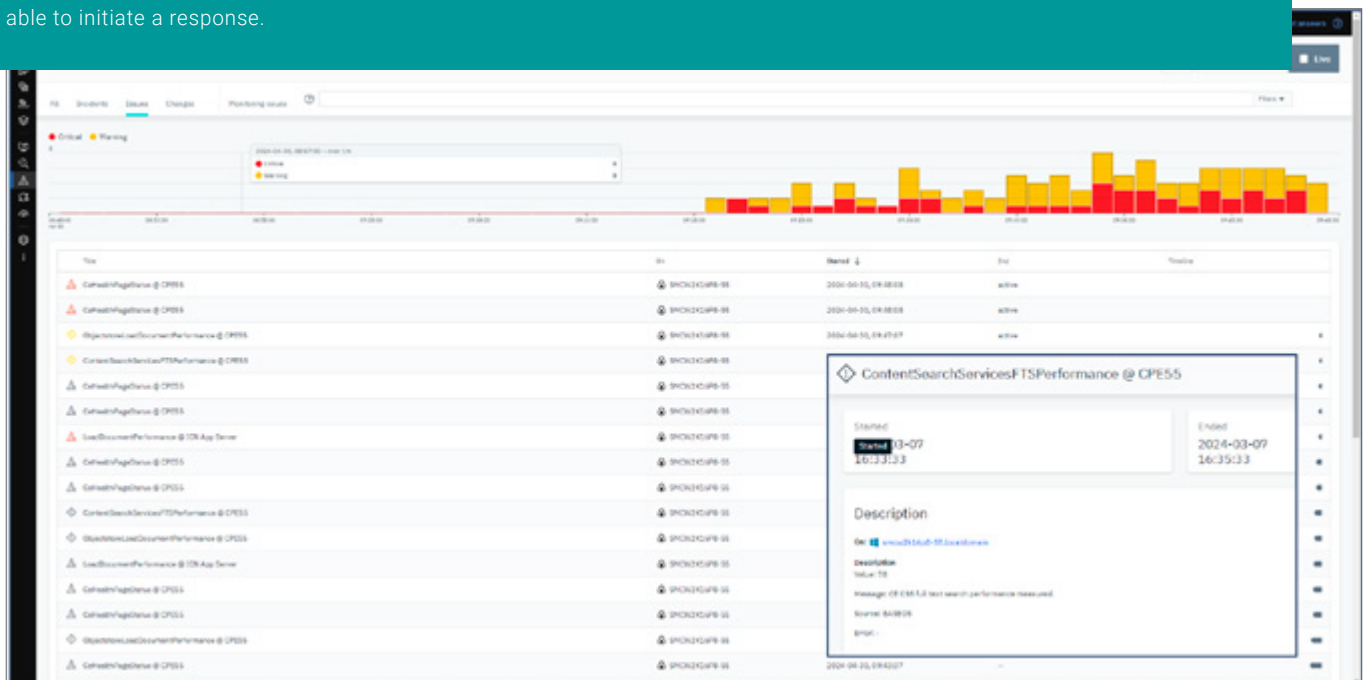
- Automate mundane health checks for Content & Workflow application stack
- Proactively detect changes in the behavior of your applications
- Alert IT Operations 24/7 by augmenting your Observability & AIOps solutions
- Reduce impact of outages or performance degradations
- Avoid disruptions and rework in your business
- Free up your specialists for higher value work

IBM's Content and Workflow applications are critical, their availability and performance are crucial for your business outcomes. To avoid disruptions they need to be monitored as integral part of an organization's enterprise wide IT Service Management. The mandatory daily health checks must be automated to ensure that critical incidents and relevant performance and capacity metrics are detected immediately and handled properly in your established IT Service Management processes.

IBM Enterprise Content Management System Monitor (ESM) provides your application administrators and IT Operations a Single Point of Control with full insight into the IBM Business Automation platform. ESM manages your Content and Workflow applications 24/7 by automating daily application-specific health checks, regardless of where your applications run – on-premises, on private cloud, on hybrid cloud, as traditional installation or as container or a mix. And it provides application administrators insight into the underlying middleware and infrastructure of their applications, so they no longer fall victim to incidents caused by these components.



ESM augments overarching observability solutions like IBM Instana and Dynatrace, application resource management solutions like IBM Turbonomic, and AIOps solutions like IBM Cloud Pak for AIOps, adding Business Automation specific incidents and metrics to the bigger picture 24/7. Whenever an issue impacts the Business Automation applications it won't go unnoticed. Even after standard hours, when the application team is not available, IT Operations would still be able to initiate a response.



Full insight

This proactive health monitoring helps protecting the productivity of business users and their end customer's experience by reducing Mean Time to Detect (MTTD) and Mean Time to Resolve (MTTR) – as well the Mean Time to “Innocence” in the popular blame games. Your Content & Workflow administrators can focus on higher value work. They do not need to waste their time with mundane routine checks to ensure uptime or chasing incidents that are not caused by their applications.

Capabilities

IBM ECM System Monitor supports your administrators and IT Operations with the following capabilities:

Proactive monitoring

- Automated continuous checks of events, performance metrics and capacity metrics of your Business Automation platform
- Synthetic checks of FileNet and ICN user experience – search, document upload and retrieval performance
- Automated alerting in case of incidents
- Automated response to incidents on demand

Integration with enterprise-wide IT Service Management solutions

- Observability Solutions, e.g. Instana or Dynatrace
- Central IT Operations solutions, e.g. Cloud Pak for AIOps or Grafana
- Application Resource Management solutions, e.g. Turbonomic
- Incident Management solutions, e.g. ServiceNow
- Messaging Channels for alerting, e.g. Slack or MS Teams

Support of Hybrid Deployments

- Monitoring of Content and Workflow applications deployed on-premises, on private cloud or hybrid cloud, deployed as traditional VMs or as containers
- Deployment of ESM Server and Agent as traditional VM or as container

Broad coverage of IBM Content and Workflow applications

- FileNet Content Manager and Image Manager
- Content Manager OnDemand
- Business Automation Workflow / Case Manager
- Datacap
- Content Collectors and Enterprise Records
- Business Automation Logfiles
- Business Automation Listeners (System Dashboard) – real-time monitoring of health parameters and counters
- Corresponding versions in IBM Cloud Pak for Business Automation – traditional and containers
- Underlying middleware and infrastructure – from application's perspective
 - Application Server
 - Web Server and Web Pages
 - Databases
 - Spectrum Protect (TSM)
 - Systems and Storage (traditional and S3)

As part of the IBM Business Automation portfolio ESM provides unsurpassed integration and currency with the IBM Business Automation solutions. Conjoint custom and 3rd party applications can be monitored on demand, e.g. import tools.

Deployment Services

CENIT, IBM and selected IBM partners offer a turnkey implementation, which is tailored to your environment. Our consultants support the following implementation activities:

- Analysis and Design – Best Practices and client-specific requirements, e.g. monitoring of homegrown applications
- Installation of Management Server(s) and Agents in production and non-production environments – either as traditional installation or as container
- Configuration
 - Monitoring & Logfile Management
 - Event forwarding to central IT Service Management tools via webhook, logfile or SMTP
- Roll-Out into production and non-production environments
- ½-day Administrator Training for application administrators
- Documentation and backup of the ESM configuration
- Fine tuning: After Go Live review of the events detected and adjustment of thresholds and filtering, so that you get as many events as necessary but as few as possible

Only a comprehensive implementation including proper training and fine tuning will get you the full value. Do not accept less!

ESM features and benefits

Monitoring IBM Business Automation environments with IBM ECM System Monitor provides many advantages:

- Comprehensive, proactive monitoring of entire Business Automation platform provides visibility and transparency to pinpoint problems and root causes faster – improving availability and end user experience, reducing Mean Time to Detect (MTTD) and Mean Time to Resolve (MTTR)
- Management of Business Automation components and their infrastructure in one Single Point of Control makes application administrator's life easier – gaining insight into the underlying middleware and infrastructure not under their direct control helps them keeping alerts from becoming problems and avoiding blame games
- Synthetic user checks provide insight into user experience – understanding who is affected
- Better and more cost-efficient fulfillment of Service Level Agreements drives better productivity of workers and higher end customer satisfaction!
- Supports your journey to cloud by monitoring Content and Workflow applications on-premises, on private cloud, and on hybrid cloud, traditional and containerized in one solution
- Integration of IT Operations for central operation of IBM Business Automation 24/7 leveraging observability and AI capabilities of central solutions – better support of Site Reliability Engineering initiatives and IT compliance requirements (such as DORA)
- Automation of routine health checks by application administrators frees up scarce resources – accelerating business transformation and reducing operational costs
- Reduction of trouble tickets saves costs in Service Desk

Thanks to ESM the application specialists can focus on the development and optimization of the Business Automation platform instead of wasting their time with mundane routine work in the daily administration and monitoring. All the same they – and IT Operations – can be sure that they will be alerted immediately in case of an error or incident. Avoiding one single incident can pay for the entire solution.

Summary

Protect the productivity of your business users, maximize your end customer experience, and contain the costs of running your Business Automation platform – no matter where and how the systems are deployed.

Get ESM implemented now!

For more information

To learn more about IBM ECM System Monitor, please contact us today at

CENIT AG / CENIT North America

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Please check our **YouTube** channel for videos of an ESM presentation and live demo.

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Examples for an IBM Business Automation specific health monitoring:

CONTENT & WORKFLOW MONITORING CAPABILITIES – EXAMPLES			
DATACAP	FILENET	BAW & ICN	CONTENT COLLECTOR & IER
Taskmaster, Web & Rulerunner <ul style="list-style-type: none"> Datacap and Database Status and Thresholds Fingerprint Service availability and memory consumption # of processed pages, documents, and batches in configurable interval (performance) # of queued pages (not yet processed pages) Scan Client batch counter filtered by task name and status (e.g. upload, pending) Batch counter filtered by job name, start time, job status (e.g. aborted, long running) Job duration of batches Datacap Log Entries Listener Metrics, e.g. <ul style="list-style-type: none"> Batches created / grabbed / released Querys Application Service Running RuleRunnerService Clients APT Clients connected / disconnected 	FileNet CPE <ul style="list-style-type: none"> Health & Ping Pages Object Store Performance Doc Upload & Retrieval Performance (synth. check) Long-running Queries Publishing Queue Entries Advanced Storage Sweep Framework Sweep Jobs & Policies Process Queues CEBIT Listener Metrics # of logged on users Ingestion metrics, e.g. # of new documents added Content Search Services <ul style="list-style-type: none"> # of CSS index requests of an Object Store Docs not indexed/with errors Full-text Search Performance (synth. check) CBR Queue Monitoring & Statistics CSS Statistics, e.g. # Docs in Queues or Queue Sizes, # Docs added, ... 	Case Manager <ul style="list-style-type: none"> Case Manager Status & P8 components connected Case status for all or a list of defined cases Solution status & task status Business Process Manager <ul style="list-style-type: none"> Process Status Count Snapshot Count Exposed Items Content Navigator & Sync Server <ul style="list-style-type: none"> Status & Ping Pages ICN Health API Check (Active Status) Search Performance (synth. check) Document Retrieval Performance (synth. check) Listener Metrics ICN Database Health & Statistics 	Content Collectors <ul style="list-style-type: none"> Listener Metrics ICC Entries Event & Audit Log # of files in directory Content Collector for Mail <ul style="list-style-type: none"> Status & Availability Log files # of objects not indexed yet # of objects indexed, but not moved final location # of archived mail objects # of instances of mail objects Content Collector for SAP <ul style="list-style-type: none"> ICC4SAP Archive Status ICC4SAP Process ICC4SAP Server Status Enterprise Records <ul style="list-style-type: none"> Reporting of Sweep failures on CPE Federation Services Exporter Logfile on CPE

IBM CONTENT MANAGER ONDEMAND MONITORING CAPABILITIES – EXAMPLES

LIBRARY SERVER	OBJECT SERVER & TASKS	LISTENER & ICN
CMOD Archives <ul style="list-style-type: none"> Database Status, Usage and Details (Statistics, Logspace, Rollback Segments, etc.) Services & Processes System Logging Entries - SL2 table Logon Status & Performance Document Retrieval Time Group Add Count & Size Group Query Status & Time Report Loaded Status & Time Resource Retrieval Time CMOD Full Text Search (FTS) <ul style="list-style-type: none"> Status Server FTS Statistics CMOD Syslog Knowledge Base for SL2-related log entries TSM – functional monitoring and statistics	CMOD System & User Error CMOD Web Applications <ul style="list-style-type: none"> Application Status (WEBi, Admin GUI) JMX Monitoring (JVM parameters like HeapSize, Connections, Threads, etc) WAS Log files <ul style="list-style-type: none"> Web Application Server Status Log file Web Application Server Error Log file Spectrum Protect (TSM) <ul style="list-style-type: none"> Functional monitors Logfile events CMOD Tasks <ul style="list-style-type: none"> Status OnDemand Services / Processes Start and Stop OnDemand Services / Processes 	Listener metrics <ul style="list-style-type: none"> Queue duration Cache retrieves / Cache stores Activity Login duration Retrieve duration Listener events <ul style="list-style-type: none"> Retrieves User cache stores / User cache retrieves Logins / Logoffs Queries Stores Content Navigator & Sync Server <ul style="list-style-type: none"> Status & Ping Pages ICN Health API Check (Active Status) Listener Metrics ICN DB Health & Statistics

ESM V5.7 Management Server and Agent – supported platforms:

PLATFORM SUPPORT FOR ESM SERVER AND AGENT	
ESM V5.7 MANAGEMENT SERVER	ESM V5.7 AGENT
<ul style="list-style-type: none">■ Windows Server – 2019, 2022, 2025■ RHEL (x86_64) – 8.6, 9.0 – 9.4, 10■ SLES (x86_64) – 15 SP5■ AIX – 7.3 TL1■ Docker Container■ ESM Database – DB2 11.5 & 12.1, MS SQL Server 2019 & 2022	<ul style="list-style-type: none">■ Windows Server – 2012 R2, 2016 SR4, 2019, 2022, 2025■ RHEL (x86_64) – 7.8, 8.6, 9.0 – 9.4, 10■ RHEL (s390x) – 8.6, 9.0■ SLES (x86_64, s390x) – 12 SP5, 15 SP4, 15 SP5■ Ubuntu (s390x) – 22.04, 24.04■ AIX – 7.2 TL5, 7.3 TL0, 7.3 TL1■ Docker Container

ABOUT CENIT

CENIT empowers sustainable digitalization. With a broad solutions and services portfolio, CENIT enables clients to optimize their horizontal and vertical business processes. Our solutions are based on innovative technologies in: product lifecycle management, the digital factory and enterprise information management. With interdisciplinary knowledge of the processes involved and their considerable expertise in the field, CENIT consultants provide customers with end-to-end advice to ensure that solutions are implemented with an understanding of the entire value chain.

With a holistic approach and based on trusted partnerships, CENIT takes responsibility for solutions on behalf of our clients. From the initial consultation to the introduction of innovative IT solutions, right through to ensuring a cost-effective operation. The CENIT team adapts to each client, taking a practical approach, which enables measurable operational optimizations. CENIT has been helping prestigious customers in key industries to gain competitive advantages for over 30 years.

CENIT has nearly 900 employees worldwide who work with customers from: automotive, aerospace, industrial equipment, tool and mold manufacturing, financial services, and trade and consumer products industries.

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