

# Kofax Monitor Overview Guide

Version: 8.2.0

Date: 2022-04-13



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# **Preface**

This preface contains general purpose information about this document.

## **About this Guide**

This guide provides a high-level overview of the Kofax Monitor 8.2.0application developed using Reveille Software technology.

## Audience

The audience for this guide includes Information Technology (IT) and Business professionals desiring a general understanding of the Kofax Monitor software application.

# **Chapter Descriptions**

Table 1 describes the contents of each chapter in this guide.

Chapter	Title	Description
1	Preface	Provides background information for using this guide and the Kofax Monitor application.
2	Introduction to Kofax Monitor	Provides a basic understanding of the components and features that make up the Kofax Monitor application.
3	What's New	Provides summary of new capabilities in Kofax Monitor 8.2.0.
4	Glossary	Provides definitions for many of the acronyms, abbreviations, and technical terms found in this guide.

**Table 1 Chapter Descriptions** 

# **Getting Help for Kofax Products**

#### **Kofax Support**

The **Kofax Knowledge Base** repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base, go to the **Kofax website** and select **Support** on the home page.

**Note:** The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:

• Powerful search capabilities to help you quickly locate the information you need.

Type your search terms or phrase into the Search box, and then click the search icon.

Product information, configuration details and documentation, including release news.

Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.

• Access to the Kofax Customer Portal (for eligible customers).

Click the **Customer Support** link at the top of the page, and then click **Log in to the Customer Portal**.

Access to the Kofax Partner Portal (for eligible partners).

Click the **Partner Support** link at the top of the page, and then click **Log in to the Partner Portal**.

 Access to Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.

Scroll to the General Support section, click Support Details, and then select the appropriate tab.

#### **Related Documentation**

The following publications and help files are related to this guide:

- Kofax Monitor Technical Specifications
- Kofax Monitor Migration Guide
- Kofax Monitor Installation and Setup Guide
- Using the Kofax Monitor Wizards
- Kofax Monitor Admin Console Online Help
- Kofax Monitor User Console Online Help
- Kofax Monitor Release Notes

# **Introduction to Kofax Monitor**

Kofax Monitor is a graphical application monitoring solution for tracking and reporting the health of business-critical systems. Kofax Monitor, an application built for the Microsoft<sup>®</sup> Windows<sup>®</sup> 2012 R2, 2016, and 2019 operating systems operating on-premises or supported Amazon AWS, Microsoft Azure, or Google Cloud Platform (GCP) clouds, increases your ability to:

- Continuously observe your technology investment.
- Communicate business service level information through dashboards, reports, and notification processes.
- Rapidly identify application problems and process exceptions.
- Accurately deploy the proper resources to resolve problems.
- The simplicity of Kofax Monitor allows a broad audience to view and continually monitor your business-critical systems. Kofax Monitor, using an agent-less stimulation approach, can quickly observe and identify exceptions for business-critical applications and business processes.
- Kofax Monitor observes both applications and processes. For example, Kofax Monitor identifies any access issues to a server, and can test an application's ability to complete a series of steps, or exceptions within a process.
- Kofax Monitor can leverage existing monitor information and summarize in a business service level dashboard. The dashboard is viewable from client browsers, tablets, and mobile devices.

Some of the resources and processes Kofax Monitor can monitor for a Kofax environment are:

- Kofax platform server availability and service levels.
- Kofax ODBC-compliant databases such as Oracle<sup>®</sup>, SQL, and DB2<sup>®</sup>.
- Kofax Capture batch processing exceptions, queue count levels, and application throughput.
- Kofax Analytics for Capture status, currency, and processing.
- Kofax Transformation Modules queue count levels, application throughput, and field accuracy percentages.
- Kofax Virtual ReScan workstations scanning throughput and operating metrics.
- Kofax Communication Server processing exceptions, operating health, and message throughput.
- Kofax Import Connector web services, operation and processing.
- Kofax Reporting operation and processing.
- Kofax remote site(s) status, currency, and processing.
- Kofax TotalAgility status, currency, and processing.
- Import connector for email using Email servers such as Exchange or SMTP/POP.
- Windows Servers and Windows GUI applications.

- Status of application resources and business processes from the application user perspective.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.

• Service Level Agreement (SLA) violations.

# **Kofax Monitor**

The Kofax Monitor helps you create monitors for the Kofax environment to:

- Manage the uptime/availability of the Kofax Capture system, Kofax Analytics for Capture application, Kofax TotalAgility system, Kofax Transformation Modules application, Kofax Communication Server system, Kofax Front Office Server system, Kofax Import Connector, Kofax Reporting, and Kofax Virtual ReScan deployments.
- Understand Kofax document processing levels.
- Allow collection of SLA metrics.
- Isolate or resolve problems quickly.

*Kofax Capture*, formerly *Ascent Capture*, accelerates business processes by collecting documents and forms, transforming them into accurate, retrievable information, and delivering it all into your business applications and databases. Whether your information is on paper or in electronic files, whether it is parked at a central office or scattered on desktops and remote offices throughout the world, *Kofax Capture* can help you capture it all quickly and accurately. *Kofax Analytics for Capture* provides optimized out-of-the-box dashboards focused on elevating visibility and operating performance. It delivers interactive views of operating performance and productivity metrics to better enable administrators to report on the effectiveness of their capture solution as well as valuable information to improve overall capture throughput.

*Kofax TotalAgility* is a unified software platform that dramatically transforms and simplifies the business critical First Mile<sup>™</sup> of business. The First Mile represents information-intensive interactions a customer, provider or partner has with an organization — interactions like new customer onboarding, claims processing, patient experience, student transcript processing and citizen services. By making these meaningful interactions fast, simple and accurate, TotalAgility sets the stage for enduring and profitable customer relationships. TotalAgility delivers a friction-free First Mile, enabling mutually beneficial engagements throughout a business process and over an entire customer lifecycle. The result is sustainable competitive advantage, continually reduced operating costs and satisfied, loyal customers.

*Kofax Transformation Modules* streamline the transformation of business documents into structured electronic information by automating the process of document classification and data extraction. Using learn-by-example techniques for document classification, separation and extraction, solutions can be configured and optimized quickly and cheaply. Wherever incoming documents drive transactions, organizations will benefit from reduced operating costs, increased productivity, better data quality and improved compliance. *Kofax Transformation Modules* are the most complete and versatile document transformation offering on the market, processing hand-printed and handwritten forms, invoices, checks, correspondence and any other document type on a single platform. Kofax Transformation Modules also integrate seamlessly with Kofax Capture, giving access to the widest range of document scanners and back-end storage solutions, and benefiting from its distributed capture, high availability and enterprise capabilities.

*Kofax Front Office Server* enables documents from a variety of sources, including multifunction peripherals (MFPs), to be delivered to Kofax Capture. From Kofax Capture, you can send the documents to a variety of content management systems and email and fax servers. Kofax Front Office Server must be installed with Kofax Capture. You can use Kofax Front Office Server in a number of configurations supported by Kofax Capture, including a single server, a load-balanced cluster of multiple servers for maximum scalability and availability, or a distributed processing configuration.

*Kofax Import Connector* is an add-on to Kofax Capture responsible for importing messages and files in many electronic formats. Kofax Import Connector can import messages and files from many sources:

- Email messages including attachments using various email protocols (SMTP, POP3, IMAP)
- Fax messages (through internal fax over IP server or external fax servers: Kofax Communication Server, RightFax, Biscom)
- Files from a network path
- Files through web services

*Kofax Reporting* gives system administrators, business process managers, and other stakeholders important information about Kofax-managed business processes. The product serves as the single conduit across many Kofax products, providing centralized storage of historical operational metrics and audit data.

Visit **www.kofax.com** for more information.

# **Kofax Monitor Basics**

The following sections provide a high-level description of the Kofax Monitor application.

### How Kofax Monitor Works

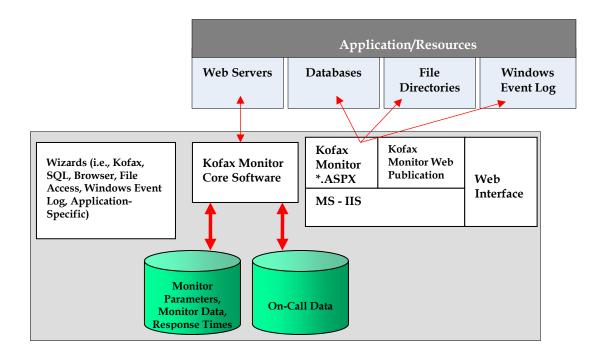
Kofax Monitor uses the HTTP and HTTPS protocols to test target applications, known as Resources. Consequently, Kofax Monitor can access Web applications directly for monitoring.

**Note** If your application uses a protocol other than HTTP or HTTPS, you need a Web application server (e.g., ASPX, ASP) to convert the HTTP or HTTPS protocol to the native protocol of the application. Kofax Monitor provides many of these protocol converters within the product package.

Kofax Monitor includes wizards; which assist in creating Monitors, which support most of the major networking and transport protocols. By using wizards, Kofax Monitor defines the Monitor by recording the events a user would perform when exercising the target application. These events are captured in scripts and are described as Tests. Tests are contained within Resources.

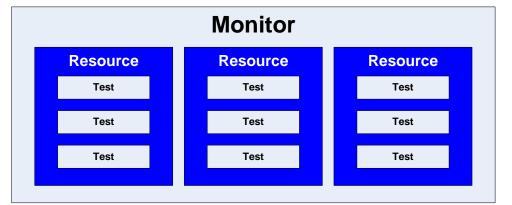
Additionally, these wizards may use prepackaged active server pages (ASPXs) or may create new ASPXs, which exercise the target application. You have the capability to modify the existing ASPXs or generate your own ASPXs, using any supported ASP.NET functionality, to meet your specific requirements.

After the Resources and associated scripts are defined, the Monitor is ready for use. The Monitor data is collected in one of Kofax Monitor's databases and the resulting reports and analysis are accessible through the Web-based Kofax Monitor User Console. A second database is used to maintain the on-call schedule data for each Test. See Kofax Monitor User Console on page 17, and the *Kofax Monitor User Console Online Help* for more information. Kofax Monitor's high-level architecture is shown below.



#### Kofax Monitor High-Level Architecture

#### **Kofax Monitor Terminology**



To understand Kofax Monitor, you need to understand the key terms as shown in the diagram.

#### Key Terms in Kofax Monitor

#### Monitors

A *Monitor* is a group of Resources making up an overall system Test. Monitors define:

- How Kofax Monitor is to test a system.
- What constitutes an error in testing.
- How technical support personnel are notified if an error occurs.

Monitors are represented graphically in Kofax Monitor using application diagrams. See *Application Diagrams* below for more information.

#### Resources

A *Resource* is a group of Tests which test a specific part of a system or application. It contains a group of one or more Tests. Within a system, Resources can test a server, Web site, network, system application, etc.

A Resource relationship defines the logical, not physical, relationship between two or more Resources within a Monitor. A Monitor contains one or more Resource relationships. When you build a Monitor in Kofax Monitor, you specify the Resource relationships making up the Monitor to be tested.

#### Tests

Groups of *Tests* are the granular steps making up the Resource. Tests contain the instructions to test a specific process in a system. They are set up in a way where a correct response or action is defined.

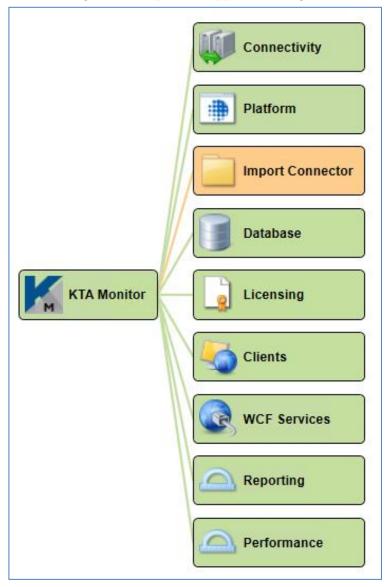
When the Test is executed by the Resource and the correct response or action is found, the Resource is considered to be functioning properly. If the correct response or action is not found, the Test fails and the Resource is <u>not</u> considered to be functioning properly.

Tests are executed in the order in which they are displayed on the application diagram.

See Application Diagrams in the next section for more information about Tests.

### **Application Diagrams**

To depict monitors graphically, Kofax Monitor consistently uses a tool called an *application diagram*. The following is an example of an application diagram.



**Application Diagram** 

The boxes represent Resources included in the Monitor. Lines from one box to another indicate a Resource relationship in which the two Resources are connected in some way. Resources are tested in the order of the relationships, from left to right, then top to bottom.

Colors in the application diagram indicate the status of Resources from when the Monitor last ran. This table defines the default Resource color codes. They can be changed to different colors as desired.

If the color is	Then the Resource is
Disabled	Currently disabled so that it is not tested. [Status = Disabled]
	<b>Note</b> : All current errors are colored either peach or orange depending on how critical.
Not Tested	Currently not being tested. Usually, the Resource is not being tested because an error has occurred on a related Resource, or because the Resource has not been scheduled for testing. [Status = Not Tested]
Testing	Currently being tested. [Status = Testing]
Good	Operating correctly. [Status = Good]
Warning	Experiencing an error designated not critical, and the test continues. [Status = Warning] Note: The color does not progress from yellow to red.
Bad	Experiencing an error that has been designated critical. The Resource will not be able to complete any dependent tasks until the error is corrected. [Status = Bad]
Severity 4	Experiencing an error that has been designated as Severity 4. The Resource will not be able to complete any dependent tasks until the error is corrected. [Status = Severity 4]
Severity 3	Experiencing an error that has been designated as Severity 3. The Resource will not be able to complete any dependent tasks until the error is corrected. [Status = Severity 3]
Severity 2	Experiencing an error that has been designated as Severity 2. The Resource will not be able to complete any dependent tasks until the error is corrected. [Status = Severity 2]
Severity 1	Experiencing an error that has been designated as Severity 1. The Resource will not be able to complete any dependent tasks until the error is corrected. [Status = Severity 1]

#### **Resource Color Status**

See the Kofax Monitor Admin Console Online Help for more information about application diagrams.

## **Kofax Monitor Components**

Kofax Monitor consists of two main components:

- Kofax Monitor Admin Console
- Kofax Monitor User Console

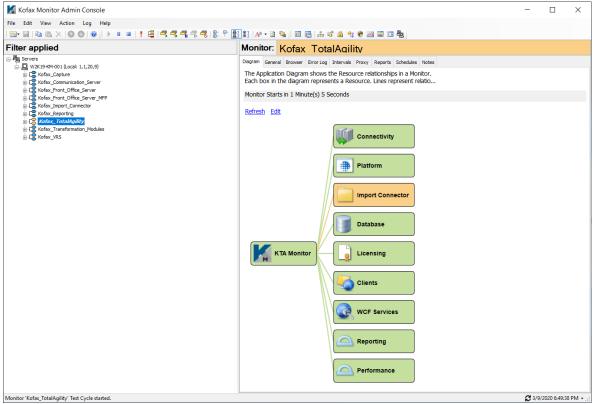
And several Kofax Monitor client access options:

- PC Browser
- Mobile Browser access by tablet and mobile devices

#### Kofax Monitor Admin Console

The *Kofax Monitor Admin Console* is a Windows-based application enabling you to perform system administrative tasks such as:

- Starting and stopping Monitors.
- Creating and maintaining Monitors.
- Running maintenance checks.
- Setting user and group permissions and security levels.

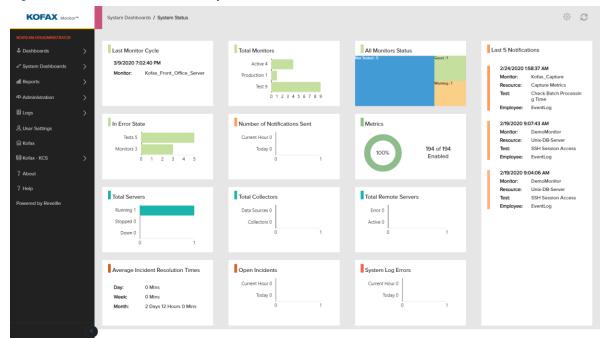


Kofax Monitor Admin Console

See the *Kofax Monitor Admin Console Online Help* for more information on the Kofax Monitor Admin Console.

#### Kofax Monitor User Console

The *Kofax Monitor User Console* is a Web-based application providing detailed information about Monitors in the system such as Monitor results (response times and error messages) and summary reports. The User Console also lets you maintain on-call schedules and notifications.



Kofax Monitor User Console

See the *Kofax Monitor User Console Online Help* for more information on the Kofax Monitor User Console.

# The Kofax Monitor Wizard Set

Kofax Monitor automates Monitor development by providing a number of supplied wizards. This section describes each of the available Kofax Monitor wizards.

Add Monitor Tests Using Wiz	ard		×
Select a Wizard:			
Emal Wizard File Access Wizard Kofax Copture Wizard Kofax Communication Server Wizard Kofax Front Office Server Wizard Kofax Import Connector Wizard Kofax Reporting Wizard Kofax TroatAlapity Wizard Kofax YintalReScan Wizard Pop Server Emal Wizard			
Advanced monitoring of Kofax Reportin	ig platform and applications.		
		OK Ca	ncel

Add Monitor Tests Using Wizard

#### **File Access Wizard**

The File Access Wizard lets you create tests for file and directory attributes for Windows shares and FTP/SFTP locations. A Monitor can check if a file or folder exists, evaluate file properties (such as creation date, last modified date, and size), parse text file contents, and check for file presence within a specific time period.

#### **IMAP Server Email Wizard**

The Internet Message Access Protocol (IMAP) Server Email Wizard enables you to test the functionality of an Exchange email server by specifying a server name and e-mail address over an SSL/TLS connection.

A Monitor sends an e-mail message to the desired exchange mailbox. If the e-mail message is successfully sent, Kofax Monitor deletes the message from the Inbox and repeats the process as specified in the Monitor. Additional tests can open inbox folders, count items, and offer other capabilities.

#### Web Wizard

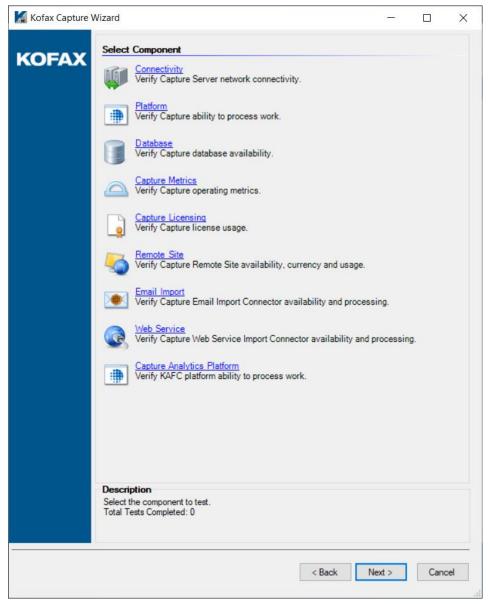
The Internet (IE) Explorer Wizard is used to create Monitor tests that can:

- Test a Java Swing Applet
- Test a Web site

The IE Wizard provides several options facilitating the testing of Web sites, including the ability to specify user credentials, use of a proxy server, the ability to ignore popup windows, the ability to run a Test before adding it to a Monitor, the use of Session Variables, importing an HTTP Archive file (HAR), and many other flexible options.

#### **Kofax Capture Wizard**

The Kofax Capture Wizard enables you to rapidly build a Kofax Monitor for a Kofax Capture or Ascent Platform.



The Kofax Capture Wizard Selection Dialog

The common resources and processes Kofax Monitor can monitor for a Kofax Capture environment are:

- Kofax platform server's availability and service levels.
- Kofax ODBC-compliant databases such as Oracle<sup>®</sup>, SQL, and DB2<sup>®</sup>.
- Import connector web services-based interfaces as part of an SOA architecture.
- Kofax batch processing exceptions, queue count levels, and application throughput.
- Kofax license server availability, page volumes and station usage.
- Kofax remote site (s) status, currency, and processing.

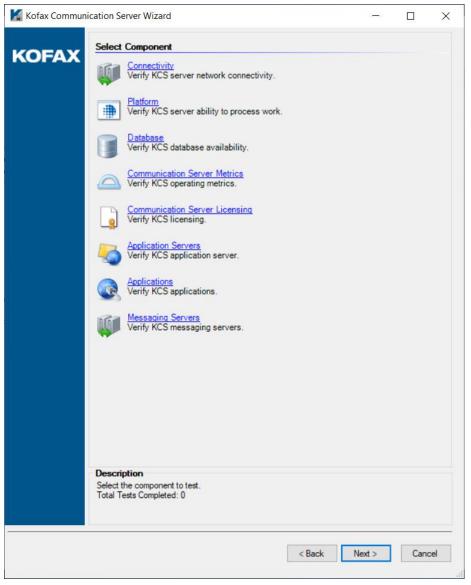
- Kofax Analytics for Capture status, currency, and processing.
- Import connector for email using Email servers such as Exchange or SMTP/POP.
- Windows Servers and Windows GUI applications.

By monitoring these resources, the resulting Kofax Monitor detects the following:

- Status of application resources and business processes from the application user perspective.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

#### **Kofax Communication Server Wizard**

The Kofax Communication Server Wizard enables you to rapidly build a Kofax Monitor for a Kofax Communication Server Platform.



The Kofax Communications Server Wizard Selection Dialog

The common resources and processes Kofax Monitor can monitor for a Kofax Communication Server (KCS) environment are:

- KCS platform server's availability and service levels.
- KCS statistics and reporting databases.
- KCS processing exceptions, queue count levels, and application throughput.
- KCS license server registrations.
- KCS application status and messaging rates.
- KCS messaging server health and operations.

By monitoring these resources, the resulting Kofax Monitor detects the following:

- Status of application resources and business processes from the application user perspective.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

### Kofax Communication Server Administration

Browser based KCS administration capabilities to manage KCS servers.

G Kofax - KCS	$\sim$
Configuration	\$
Servers	ß
Messages	ß
Alerts	• <b>2</b> •

#### Kofax Front Office Server Wizard

The Kofax Front Office Server Wizard enables you to rapidly build a Kofax Monitor for a Kofax Front Office Server Platform.

Kofax Front Offic	e Server Wizard			×
KOFAX	Select Component			
<b>UFAX</b>	Verify KFS server connectivity.			
	Platform Verify KFS server ability to process work.			
	Verify KFS database availability.			
	Cont Office Server Metrics Verify KFS operational throughput.			
	Front Office Server MFP Processing Verify KFS MFP job submission.			
	Yerify KFS user inbox operational throughput.			
	Description			
	Select the component to test. Total Tests Completed: 0			
	< Back	Next >	Ca	ncel

The Kofax Front Office Server Wizard Selection Dialog

The common resources and processes Kofax Monitor can monitor for a Kofax Front Office Server (KFS) environment are:

- KFS platform server's availability and service levels.
- KFS database.
- KFS processing exceptions, queue count levels, and application throughput.
- KFS MFP processing.
- KFS User Inbox processing.

- Status of application resources and business processes from the application user perspective.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

#### Kofax Front Office Server MFP Wizard

The Kofax Front Office Server MFP Wizard enables you to rapidly build Kofax Monitor for Kofax Front Office Server MFP devices.

Kofax Front Off	ice Server MFP Wizard			×
KOFAX	Select Component         Select Component         Connectivity         Verify MFP devices available.         Select Component         Verify MFP device scanner status.			
	< Badk	Next >	Car	ncel

The Kofax Front Office Server MFP Wizard Selection Dialog

The common resources and processes Kofax Monitor can monitor for Kofax Front Office Server (KFS) MFP devices are:

- MFP device availability and status.
- MFP device specific conditions.

- Status of MFP devices.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

#### **Kofax Import Connector Wizard**

The Kofax Import Connector Wizard enables you to rapidly build a Kofax Monitor for a Kofax Import Connector environment.

Kofax Import C	onnector Wizard	-		×
	Select Component			
KOFAX	Connectivity Verify KIC server connectivity.			
	Platform Verify KIC server ability to process work.			
	Context Connector Server Metrics Verify KIC operational throughput.			
	Kofax Import Connector Folder Processing Verify KIC folder operational throughput.			
	Kofax Import Connector Email Processing Verify KIC email operational throughput.			
	Kofax Import Connector Fax Processing Verify KIC fax operations.			
	Description Select the component to test.			
	Total Tests Completed: 0			
	< Back	Next >	d	ose

The Kofax Import Connector Wizard Selection Dialog

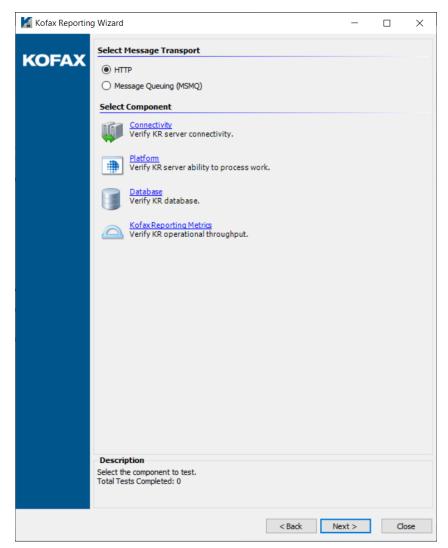
The common resources and processes Kofax Monitor can monitor for a Kofax Import Connector (KIC) environment are:

- KIC platform availability and service levels.
- KIC processing exceptions and queue levels.
- KIC folder processing.
- KIC email processing.
- KIC FOIP operations.

- Understand Kofax Import Connector processing and exception levels.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

#### Kofax Reporting Wizard

The Kofax Reporting Wizard enables you to rapidly build a Kofax Monitor for a Kofax Reporting environment.



The Kofax Reporting Wizard Selection Dialog

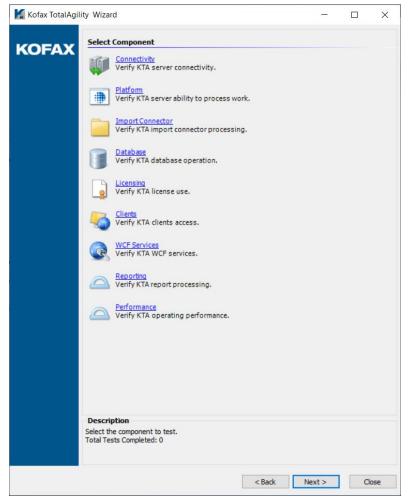
The common resources and processes Kofax Monitor can monitor for a Kofax Reporting (KR) environment are:

- KR platform availability and service levels.
- KR processing exceptions and queue levels.
- KR MSMQ processing.
- KR database operation.

- Kofax Reporting processing and exception levels.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

### Kofax TotalAgility Wizard

The Kofax TotalAgility Wizard enables you to rapidly build a Monitor for a Kofax TotalAgility Platform.



The Kofax TotalAgility Wizard Selection Dialog

The common resources and processes Kofax Monitor can monitor for a Kofax Transformation Modules (KTA) environment are:

- KTA platform server's availability and service levels.
- KTA database status, currency, and growth.
- KTA import connector status, processing, and exceptions.
- KTA license usage.
- KTA client access.
- KTA WCF service call status.
- KTA report processing.

- Status of application resources and business processes from the application user perspective.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

#### **Kofax Transformation Modules Wizard**

The Kofax Transformation Modules Wizard enables you to rapidly build a Monitor for a Kofax Transformation Modules Platform.

Kofax Transformation Modules Wizard	-		×
Select Component         Image: Connectivity         Verify KTM Server network connectivity.         Image: Connectivity         Verify KTM ability to process work.         Image: Connectivity         Image: Connectivity         Verify KTM ability to process work.         Image: Connectivity         Image: Connectivity <td></td> <td></td> <td></td>			
Total Tests Completed: 0			
< Back	Next >	Cano	el

The Kofax Transformation Modules Wizard Selection Dialog

The common resources and processes Kofax Monitor can monitor for a Kofax Transformation Modules (KTM) environment are:

- KTM platform server's availability and service levels.
- KTM Transformation Modules statistic databases.
- KTM queue count levels, application throughput, and field accuracy percentages.
- KTM RTTI interface access, exceptions, and processing status.

- Status of application resources and business processes from the application user perspective.
- Process exceptions using threshold comparisons and network connectivity issues.
- Malfunctions in applications running on many computer platforms.
- Service Level Agreement (SLA) violations.

#### Kofax VirtualReScan Wizard

The Kofax VirtualReScan Wizard enables you to rapidly build a Kofax Monitor for a Kofax VirtualReScan scanning workstation.



The Kofax VirtualReScan Wizard Selection Dialog

The common resources and processes Kofax Monitor can monitor for a Kofax VirtualReScan (VRS) environment are:

- VRS scanning workstations availability and service levels.
- VRS scanning workstation exceptions and configuration.
- VRS scanning workstation throughput.

- Scanner throughput changes.
- Scanner operating exceptions and connectivity issues.
- Scanner machine level configuration changes.
- Service Level Agreement (SLA) violations.

#### **Ping Wizard**

The Ping Wizard helps you add a Test to determine if a host is responding properly to an ICMP ping test.

#### **POP Server Email Wizard**

The POP Server Email Wizard enables you to test the functionality of a Post Office Protocol (POP) email server and Simple Mail Transfer Protocol (SMTP) server by specifying a server name and e-mail address.

A Monitor sends an e-mail message to the POP server. If the e-mail message is successfully sent, Kofax Monitor deletes the message from the Inbox and repeats the process as specified in the Monitor.

#### **SNMP MIB Wizard**

The Get SNMP MIB Wizard enables you to add one or more Resources and Tests that gathers information from an SNMP Agent responding to SNMP requests. Any exposed MIB (Management Information Base) tree structure value can be retrieved for use in a Monitor

#### **SQL Query Wizard**

The SQL Query Wizard allows one to 'build' a Structured Query Language (SQL) statement, use an existing SQL statement, or execute a Stored Procedure to query information from a Microsoft Open Database Connectivity (ODBC) Data Source. The SQL Query wizard enables you to create one or more Tests in a Kofax Monitor.

The SQL Query Wizard lets you select an existing stored procedure, and then lets you create a Test based on the results of executing the stored procedure against your data source. The Test passes if the return value of the stored procedure matches your Test condition.

#### **Test Wizard**

The Test Wizard adds one or more Resources and Tests to a Monitor, which allows you to define your own categories, tests, and entry forms via xml configuration files. The wizard can be used just like any other wizard to create monitors or add tests to existing resources. The wizard includes support for:

- AWS S3
- Azure Blob
- Google Cloud Storage
- Docker Containers
- Microsoft 365
- OneDrive
- Web Pages
- Windows Servers

#### Web Service Wizard

The Web Service Wizard allows you to test the methods of a web service by invoking the method and checking the returned results. The wizard interrogates the web service using WSDL (Web Service Description Language) to determine the methods available and their parameters.

The Web Service Wizard uses the WSDL (obtained via HTTP) to create a proxy. Once it has the WSDL, the proxy is created using .NET calls to import the SOAP and dynamically generate code. The arguments to a method are packaged into objects and the method in the proxy is then invoked with the arguments. The input arguments, such as nested classes/structures and various data types, can be very complex.

#### **Windows Application Wizard**

The Windows Application Wizard is a step-by-step process that enables you to set up multiple tests in a Resource for a 32-bit Windows-compliant application (WinApp). Proprietary systems as well as specific end-user driven tests on most platforms can be rapidly built, such as for Windows Forms or Citrix.

This wizard includes a Script Editor enabling you to script a test for a specific application. The process of building a script can be repeated multiple times to build multiple tests for a single application.

The Helper Utility can optionally be run to discover application information such as screen text and mouse position. This utility is able to capture application images to be used for comparison tests.

Although the applicability of the Windows Application wizard in creating Monitors is limited only by the user's imagination, its primary usefulness is to provide testing solutions where other Kofax Monitor wizards are not available.

For example, the Windows Application wizard can be used to test the readiness and availability of a complex web application or Citrix (server application hosting interface software) session.

#### Windows Event Log Wizard

The Windows Event Log Wizard enables you to create a Resource specifying a Windows Event Log to test for the occurrence of a specific event. You can test the Event Log for specific event entries written by a specific source. You can also search for/ignore up to three keywords in the description of the specific event.

There are three standard types of Windows Event Logs:

- Application
- Security
- System

You can also specify the type of event you want to test. There are six types of events:

- Audit failure
- Audit success
- Error
- Information
- Success
- Warning

Specifying the log and type of event instructs Kofax Monitor to test a particular log for a particular event type. For example, you can test the application log for error events to determine when an application is not operating properly.

#### WMI Wizard

The WMI Wizard uses Windows Management Instrumentation (WMI) to query information from local or remote Windows systems for use in a Monitor. This wizard enables you to monitor devices, memory, processes, services, printers, etc. This is just a few of the many WMI classes available to use with the wizard.

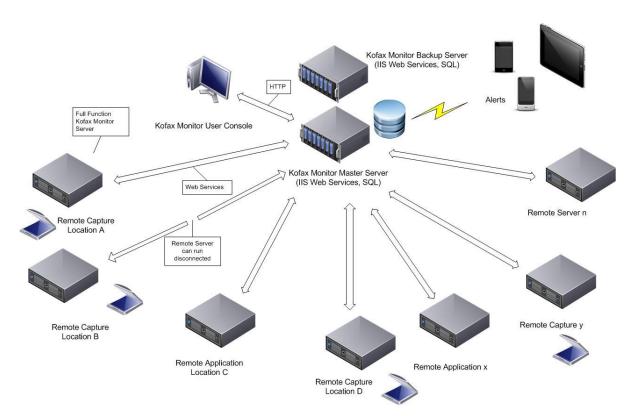
# **Kofax Monitor Distributed Servers**

Kofax Monitor's Distributed Server optional feature enables the Kofax Monitor Server to be proactively operating at multiple geographic locations, running the same or different sets of Monitors at each location. Kofax Monitor Remote Servers run local Monitors, and then send monitoring results over encrypted Web Services connections. Additionally, local alerts can optionally then be sent to one or more Kofax Monitor Master Servers.

A Kofax Monitor Remote Monitor's status and reports can be viewed as if the Monitors were located and running on the Kofax Monitor Master Server.

Kofax Monitor supports operating in a High Availability (HA) configuration, leveraging the failover cluster manager in Windows Serve using the generic service resource to accomplish active/active HA. Kofax Monitor also supports operating in a 3-tier implementation to further isolate Kofax Monitor subsystems (Kofax Monitor, database and web server).

Regional call centers, remote operations centers, and distributed capture facilities are a few of the candidates for the Kofax Monitor Distributed Server option. An example implementation is shown below.



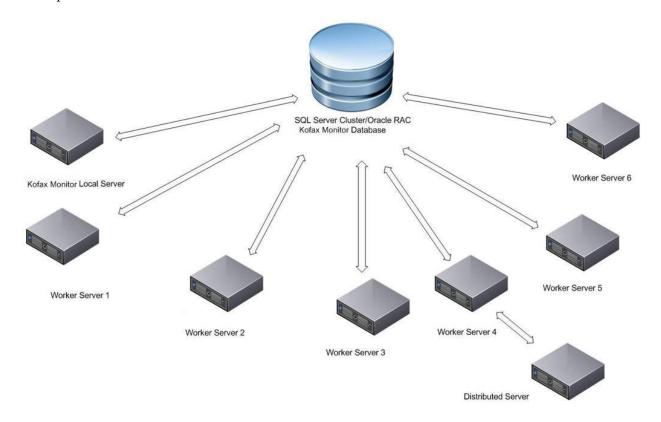
Kofax Monitor Distributed Scenario

### Kofax Monitor Multi-Server

The multi-server feature enables multiple Kofax Monitor Servers, known as Kofax Monitor Worker Servers, to use a single shared Kofax Monitor database. Monitors can be assigned to separate Worker Servers to provide scale out capabilities leveraging a single shared Kofax Monitor database.

Kofax Monitor's multi-server feature enables multiple Kofax Monitor servers, known as Kofax Monitor Worker Servers, to use a single shared Kofax Monitor database. Monitors can be assigned to separate Worker Servers to provide scale out capabilities leveraging a single shared Kofax Monitor database. Kofax Monitor's multi-server configuration can then be combined with the optional distributed feature for maximum Kofax Monitor architecture flexibility.

Centralized locations with multiple Kofax Monitor servers are excellent candidates for the multi-server option to reduce the number of Kofax Monitor databases and support costs. An example implementation is shown below.



#### Kofax Monitor Multi-Server Scenario

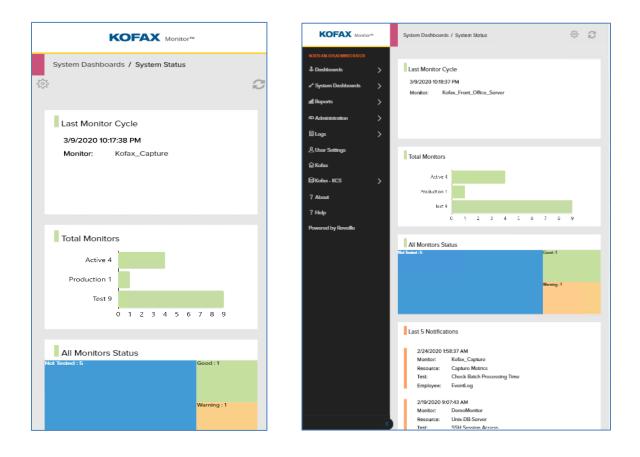
# Kofax Monitor High Availability

The multi-server auto failover feature enables multiple Kofax Monitor Servers, known as Kofax Monitor Worker Servers, to offer a high availability option. If the primary Kofax Monitor server is not available within a configured time frame, Kofax Monitor will automatically assign the monitors from the primary Kofax Monitor server to the secondary Kofax Monitor server. Upon the primary Kofax Monitor recovery, the optional auto failback can automatically move the monitors back to the primary Kofax Monitor server. This time period for fail over/ fail back can also be controlled by using a Kofax Monitor schedule.

Multi Server Settings	×
General Monitors Auto Failover	
☑ Auto Failover	
If the primary server is not available then the production monitors will be automa secondary server.	atically reassigned to a
🗹 Auto Failback	
If a down primary server becomes available then the production monitors are re secondary server back to the primary server.	eassigned from the
Auto Failover Schedule Optionally schedule when to check for down server / auto failover conditions. This check is not performed during the maintenance cycle window.	
Everyday 24x7 V	
Server Down Time         The time in minutes for a server to be unresponsive to be considered a down set be set to allow the time required for a server reboot.         2         Minutes         Reset To Primary Server         Manually reassign monitors from secondary server to their primary server.         Reset	erver. The value should
	OK Cancel

## Kofax Monitor Mobile Browser Support

The Kofax Monitor User console is available for browser delivery to mobile devices. Kofax Monitor includes responsive web designed web pages supporting major mobile device platforms such as the Apple iPhone, iPad, and Google Android. You can observe, administer, and view reports on mobile devices to fit your mobile work-style needs.



**Note** Mobile browsers require Windows authentication support for authorized access to the Kofax Monitor web site.

# **Proactive Remediation**

Kofax Monitor includes a remediation component that allows you to complete tasks related to Kofax Monitor errors proactively.

Proactive lets you respond to errors through an automatic response, which can prevent the need for manual intervention. You can add a Proactive action that is not tied to a specific test yet can be tied to a specific error message.

The following list and figure provide examples of some of the actions Proactive can take when responding to an error:

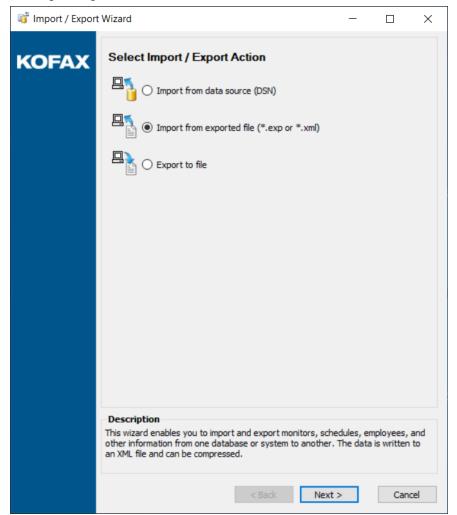
- Stop and restart an application process on the same or different servers.
- Start an application.
- Get a process list.
- Run a Docker command action.
- Run a PowerShell script.
- Run an Azure or AWS based PowerShell script.
- Stop and restart a Windows service on the same or different servers.
- Check an application to see if it is running.
- Reboot a server.
- Run a command file.

ProActive Wizar	d X
	Choose an Action:
KOFAX	Close Window Cleanly Docker API - Pause Container Docker API - Restart Container Docker API - Start Container Docker API - Start Container Docker Windows - Start Container Docker Windows - Start Container Execute Command Get Process List Get Process List Remote Kill Process Ust Azure Active Directory User PowerShell - Disable Azure Active Directory User PowerShell - Run PowerShell Script on the Local Computer PowerShell - Run PowerShell Script on a Remote Computer PowerShell - Start Azure Virtual Machine Reboot Server Run Windows Application Script Send Windows Application Script Send Windows Application Script Start Process Unix® - Kill Process WMI - Cycle Process WMI - Cycle Process WMI - Cycle Process WMI - Send Windows Service Request WMI - Start Process WMI - Start Proce
	Description
	Runs a local PowerShell script on a remote computer.
	< Back Next > Cancel

**Kofax Monitor Proactive Remediation** 

### **Monitor Import/Export**

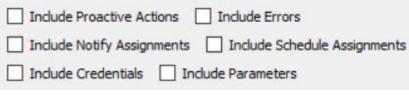
The Import/Export Wizard enables you to import and export employees, Monitors, Monitor Groups, Paging Providers, Schedules, and Support Groups from one database or Kofax Monitor system to another Kofax Monitor system. This is very helpful when moving Monitors through an Agile development process.



Kofax Monitor Import/Export Wizard

The Import/Export Wizard enables you to export a Monitor to an XML file. When exporting a Monitor in Kofax Monitor, you have the ability to include the following options along with the Monitor:

Schedule assignments, Test credentials, Test parameters, Notification assignments, Proactive actions, or Test errors



# **Monitor Templates**

Monitor Templates can be used to help facilitate the process of creating or cloning new Monitors. The templates can be imported, and then edited to fit your needs. This is especially useful in cases where there is not a Wizard to help create a Monitor from the initial creation or using a baseline monitor for another Kofax application or environment.

ew	Monitor	Settings:						Parameters after Cre	3a
	Object	Name	Description	URL	POST Data	Headers	Response	Response Tim	T
	1onitor	Kofax_TotalAgility	Kofax TotalAgilit						
BR	Resource	Clients							
Ð	est		Check KTA Wor	http://localhost/	Server=10.0.61		KOFAX TEST OK	60	
ÐΤ	est		Check KTA Desi	http://localhost/	Server=10.0.61		KOFAX TEST OK	60	
ÐT	est		Check KTA SDK	http://localhost/	Server=10.0.61		KOFAX TEST OK	60	1
ÐΤ	est		Check KTA Devi	http://localhost/	Server=10.0.61		KOFAX TEST OK	60	1
BR	Resource	Connectivity							1
ЭT	est		Check KTA Appli	http://localhost/			Ping Test OK	60	1
ÐΤ	est		Check KTA Web	http://localhost/			Ping Test OK	60	1
ÐΤ	est		Check KTA Data	http://localhost/			Ping Test OK	60	1
ÐΤ	est		Check KTA Tran	http://localhost/			Ping Test OK	60	1
Эτ	est		Check Kofax Se	http://localhost/			Ping Test OK	60	1
ÐΤ	est		Check Fax Serv	http://localhost/			Ping Test OK	60	1
ЭT	est		Check Email Ser	http://localhost/			Ping Test OK	60	1
Эт	est		Check Import F	http://localhost/			Ping Test OK	60	1
		Database					5		1

**Kofax Monitor Template** 

### **Parameter Store**

The Parameter Store feature allows the replacement of a Monitor Test's URL and post data strings with new values. This occurs when a Monitor Test is run by the Reveille monitor service. This feature is similar to variable substitution, except that the new values are user-defined and stored in the Reveille database. Parameters can be specific to a Monitor or global to all Monitors. This facilitates the creation of generic, template-like Monitor Tests and simplifies long term Monitor maintenance.

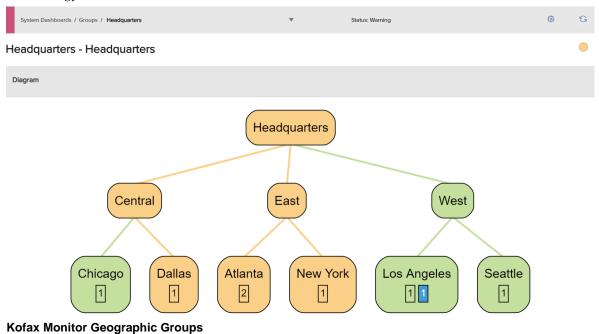
The parameter string will be replaced at the Monitor Test execution time with the corresponding value of the parameter from the parameter store. If the parameter is defined for the current Monitor, that value is used; otherwise, the global parameter value will be used to replace the parameter string.

Parameter Store			×
	Ionitors. Parameters r		h new values. Parameters can be specific to mat "P(name)", without quotes, where
🎦 🖻 🖻 🖻 🔎 I 🗡	$\nabla$		
Name	Value	Monitor	Notes
KofaxTotalAgility_Server	PROD-KTAServe-r01	Kofax_TotalAgility	Prod KTA Server 01
<			>

Kofax Monitor Parameter Store

### Grouping

Kofax Monitor Grouping provides a way to aggregate Monitors into logical groups based upon userdefined criteria, such as geographic location, company, function, and so on. Each business view can then be secured at individual group levels using Windows Domain security. This feature enhances the communication of application status and service levels using relevant business semantics or terminology.



Kofax Monitor Overview Guide

### Scheduling

The Kofax Monitor Scheduling tools allow you to create both simple and complex schedules for scheduling Monitor operation. This flexibility allows the Monitor operation to match the desired operating windows for measuring application service levels.

You can assign schedules at every level of the Kofax Monitor hierarchy – Monitor, Resource, and Test. All schedules are available for assignment. Because of *inheritance*, a schedule assigned at one level is also passed down to the "children" of that element. For example, a schedule assigned to a Monitor is automatically assigned to the Resources that make up the Monitor. Likewise, the schedule assigned to a Resource is applied to the tests in that Resource.

The Schedule tab within a selected Server's configuration options show inherited schedules for a specific Server, Monitor, Resource, or Test. Schedule inheritance is *default behavior only*. You can assign *any* schedule to *any* Monitor, Test, or Resource.

Normal operating and exception-based schedules can be created for daily, weekly, and yearly intervals. Schedules can also be automatically deleted after schedule expiration or 'one-time' use.

Administration / Schedules / Edit		
_	Edit Settings for Sche	dule - Everyday 24x7
	Schedule	Settings
	Schedule Name: Everyday 24x7	
	Description: Scheduled to run all	the time
	Schedule	Definition
	Exception (Do not run )	at these dates or times.)
	All Day orStart Time: 12 V 00 V A	<u>M ▼</u> End Time: <u>11 ▼</u>   59 ▼   PM ▼
	Weekly     Monthly	● Yearly
	Sunday Monday Tuesday Wedn	esday 🗹 Thursday 🖉 Friday 🥙 Saturday
	Expire	25
	Add t	
	Schedule	Summary
	Weekly : All Day Days: Sunday Monday Tuesday Wednesday Thurse	day Friday Saturday
Administration / Schedules	+ Add New Schedule	E Schedule Assignments
Enabled View Edit Delete	Schedule Last Update Time	Description
Q Ø X	Everyday 24x7	Scheduled to run all the time
🖌 Q 🖉 X	Holidays	Do not run on major holidays
Q / X	WeekDays Only	Monday though Friday
🖌 Q 🖉 X	WeekEnds Only	Saturday and Sunday

Kofax Monitor Schedule Administration

# Reporting

Kofax Monitor offers a wide spectrum of reports for reviewing and analyzing application status and availability. Reports are available for the Group, Monitor, Resources, and Scorecard metrics. The reporting function enables users to specify time ranges and reporting parameters to run any online report in "batch" mode, providing automatic report distribution.

Reports / Monitors	Kofax_TotalAgility	- Kofax TotalAgility Monitor	v	8
Customer Experience	Daily Availability Error Summary	Monthly Availability Availability	SLA Report	
		Daily Report fo	or	
	Kofa	x_TotalAgility - Kofax Tot	alAgility Monitor	
	Select Display Resource	ate to View Availability 3/9/2020 s Display Tests Add Non-Report Tes	Monday, March 9, 2020	
	Available	Warning Bad	Not Tested Not Monitored	
Kofax_TotalAgilit	v			
	<i>y</i>		0% 100%	Available 0 Mins Error 4 Hrs 9 Mins Not Tested 18 Hrs 46 Mins
	12AM1 2 3 4 5	6 7 8 9 10 11 12PM 1 2 3 4 5	6 7 8 9 10 11	
Resource Clients			100% 0%	Available 4 Hrs 9 Mins Error 0 Mins Not Tested 18 Hrs 46 Mins
	12AM1 2 3 4 5	6 7 8 9 10 11 12PM 1 2 3 4 5	6 7 8 9 10 11	
Resource Connect	vity		100% 0%	Available 4 Hrs 9 Mins Error 0 Mins Not Tested 18 Hrs 46 Mins
	12AM1 2 3 4 5	6 7 8 9 10 11 12PM 1 2 3 4 5	6 7 8 9 10 11	
Resource Database	•		100% 0%	Available 4 Hrs 9 Mins Error 0 Mins Not Tested 18 Hrs 46 Mins
	12AM1 2 3 4 5	6 7 8 9 10 11 12PM 1 2 3 4 5	6 7 8 9 10 11	
Resource Import C	onnector		0% 100%	Available 0 Mins Error 4 Hrs 9 Mins Not Tested 18 Hrs 46 Mins

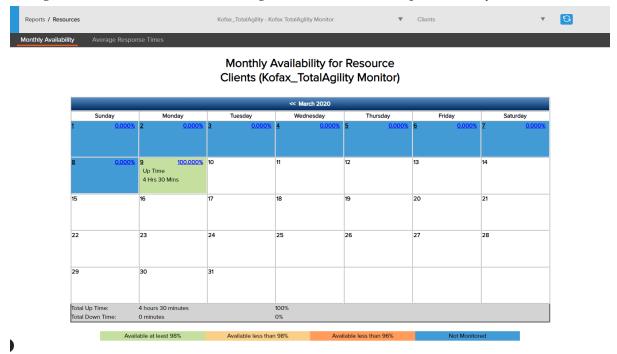
**Kofax Monitor Report Selection** 

#### **Resource Reports**

Kofax Monitor offers the following Resource reports.

### Monthly Availability by Resource

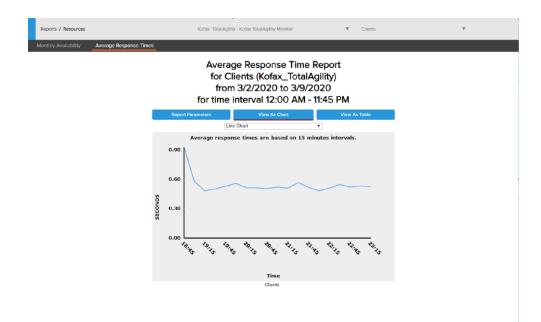
Indicates the time the Resource has been "up" the current monitoring month. It also indicates by color coding whether or not the Service Level Agreements were met on a particular day.



Monthly Availability for Resource Report

### Average Response Times by Resource

Charts the average response times over a selected period of time for a particular Resource.



#### Average Response Time Report

### Average Response Times by Resource/Test

Charts the average response times over a selected period of time for one or more selected Resource tests.

Reports / Resources	Kofax_TotalAgility	<ul> <li>Kofax TotalAgility Monitor</li> </ul>	٣	Clients	•
Monthly Availability Average Response Times					
	for Cli from	ge Response Time ients (Kofax_Total 3/2/2020 to 3/9/ nterval 12:00 AM	Agility) 2020		
	Report Parameters	View As Chart	View As 1	Table	
	Line	Chart	•		
	Average respon	se times are based on 15	minutes intervals.		
	econos seconos	the tables of tables	12 12 12 12 12 12 12 12 12 12 12 12 12 1	N /	
	i.	Check KTA Device Manager nterface			
		Check KTA SDK Interface Check KTA Workspace Login			

Average Response Time by Resource/Function Report

### **Monitor Reports**

Monitor reports include the availability and error information for the entire application being monitored. Kofax Monitor provides the following Monitor reports.

### **Customer Experience Report**

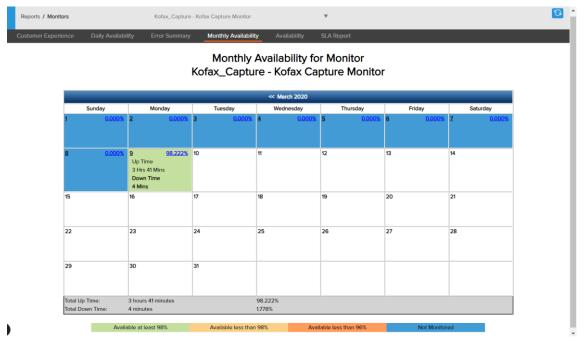
Displays details about the availability of the Resource functions of a given Monitor.

rts / Monitors	Kofax_TotalAg	ility - Kofax TotalAgility Monitor	Ŧ				
ner Experience Dai	ly Availability Error Summary	Monthly Availability Avai	lability SLA F	Report			
		Excluded Dates:	•	gility Monitor			
Resource	Test	Avg Availability	Cost 1 Cost 2	Avg Response Time	+ <mark>1 Sec</mark>	Min	Max
Resource Clients	Test Check KTA Workspace Login	Avg Availability		Avg Response Time		Min 0.39	Max
					+ <mark>1 Sec</mark> 4.03%	Min 0.39 0.42	Max 1.56 1.21
	Check KTA Workspace Login	100.000%		0.56	4.03%	0.39	1.56
	Check KTA Workspace Login Check KTA Designer Login	100.000%		0.56	4.03% 1.61%	0.39	1.56 1.21
	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface	100.000% 100.000% 100.000%		0.56 0.60 0.44	4.03% 1.61% 0.00%	0.39 0.42 0.30	1.56 1.21 0.89
	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA Device Manager	100.000% 100.000% 100.000%		0.56 0.60 0.44	4.03% 1.61% 0.00%	0.39 0.42 0.30	1.56 1.21 0.89
	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA Device Manager Interface Overall For Resource Check KTA Application Server	100.000% 100.000% 100.000% 100.000%		0.56 0.60 0.44 0.56	4.03% 1.61% 0.00% 1.61%	0.39 0.42 0.30 0.36	1.56 1.21 0.89 1.51
Clients	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA A Device Manager Interface Overall For Resource Check KTA Application Server Connectivity at 10.06.112	100.000% 100.000% 100.000% 100.000% 100.000% 100.000%		0.56 0.60 0.44 0.56 2.16	4.03% 1.61% 0.00% 1.61% 1.81%	0.39 0.42 0.30 0.36 1.47	1.56 1.21 0.89 1.51 5.17
Clients	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA Device Manager Interface Overall For Resource Check KTA Application Server Connectivity at '10.06.112' Check KTA Web Server	100.000% 100.000% 100.000% 100.000% 100.000%		0.56 0.60 0.44 0.56 2.16	4.03% 1.61% 0.00% 1.61% 1.81%	0.39 0.42 0.30 0.36 1.47	1.56 1.21 0.89 1.51 5.17
Clients	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA SDK Interface Overall For Resource Check KTA Application Server Connectivity at 10.06.112' Check KTA Web Server Connectivity at 10.06.112'	100.000% 100.000% 100.000% 100.000% 100.000% 100.000%		0.56 0.60 0.44 0.56 2.16 0.08	4.03% 1.61% 0.00% 1.61% 1.81% 0.00%	0.39 0.42 0.30 0.36 1.47 0.05 0.05	1.56 1.21 0.89 1.51 5.17 0.92 0.32
Clients	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA SDK Interface Overall For Resource Check KTA Application Server Connectivity at 10.06.112 Check KTA Web Server Connectivity at 10.06.112	100.000% 100.000% 100.000% 100.000% 100.000% 100.000%		0.56 0.60 0.44 0.56 216 0.08	4.03% 1.61% 0.00% 1.61% 1.81% 0.00%	0.39 0.42 0.30 0.36 1.47 0.05	1.56 1.21 0.89 1.51 5.17 0.92
Clients	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA SDK Interface Overall For Resource Check KTA Application Server Connectivity at 10.06.112' Check KTA Web Server Connectivity at 10.06.112'	100.000% 100.000% 100.000% 100.000% 100.000% 100.000%		0.56 0.60 0.44 0.56 2.16 0.08	4.03% 1.61% 0.00% 1.61% 1.81% 0.00%	0.39 0.42 0.30 0.36 1.47 0.05 0.05	1.56 1.21 0.89 1.51 5.17 0.92 0.32
Clients	Check KTA Workspace Login Check KTA Designer Login Check KTA SDK Interface Check KTA SDK Interface Overall For Resource Check KTA Application Server Connectivity at 10.06.112 Check KTA Web Server Connectivity at 10.06.112 Check KTA Jatabase Server Connectivity at 78.20120B-	100.000% 100.000% 100.000% 100.000% 100.000% 100.000%		0.56 0.60 0.44 0.56 2.16 0.08	4.03% 1.61% 0.00% 1.61% 1.81% 0.00%	0.39 0.42 0.30 0.36 1.47 0.05 0.05	1.56 1.21 0.89 1.51 5.17 0.92 0.32

**Customer Experience Report** 

### Monthly Availability

Indicates the time the application has been "up" (accessible) or "down" (not accessible) for each day during the previous month and the current monitoring month. It also indicates by color-coding whether the Service Level Agreement was met on a particular day.



**Monitor Monthly Availability Report** 

### Daily Availability

Indicates the time the application has been "up" (accessible) or "down" (not accessible) for a specific day. It also indicates by color-coding whether the Service Level Agreement was met during a particular hour. You can choose to include all resources, all tests, only resources with errors, or add non-SLA tests.

Reports	/ Monitors			Kofax	_Tota	lAgili	ty - Ko	ofax To	otalAg	ility M	onito	r				•							6
Custome	r Experience	Daily Availability	E	rror S	Summ	nary	I	Mont	hly Av	/ailabi	ility	A	vailab	ility		SLA I	Repor	rt					
											Da	ily F	Rep	or	t fo	or							
					k	of	ax_	To	tal	Agi	lity	/ - K	ofa	IX 1	Tota	alA	gili	ity	Mo	nit	tor		
				Displ						ailabilit 7 Tests		8/9/202	0 Non-	Reno		_			arch !		20 urces with Errors		
			Avail		ay ne	Joure		Warr		, 10010		Aut	Bad	nepo.	100			ot Tes		neso	Not Monitored		
Ko	fax_TotalAgility	/																					
																					0% 100%	Available 0 Mins Error 4 Hrs 9 Mins Not Tested 18 Hrs 46 Mins	
			12AM1	2	34	5	6	7 8	39	10	11	12PM 1	2	34	5	6	7	89	10	11			
Re	source Clients																				100% 0%	Available 4 Hrs 9 Mins Error 0 Mins Not Tested 18 Hrs 46 Mins	
			12AM1	2	34	5	6	78	B 9	10	11	12PM 1	2	34	5	6	7 1	89	10	11			
Re	source Connectiv	ity																			100% 0%	Available 4 Hrs 9 Mins Error 0 Mins Not Tested 18 Hrs 46 Mins	
			12AM1	2	34	5	6	78	39	10	11	12PM 1	2	34	5	6	7	89	10	11			
Re	source Database																				100% 0%	Available 4 Hrs 9 Mins Error 0 Mins Not Tested 18 Hrs 46 Mins	
		1	12AM1	2	34	5	6	78	39	10	11	12PM 1	2	3 4	5	6	7	89	10	11			
Re	source Import Co	nnector																			0% 100%	Available 0 Mins Error 4 Hrs 9 Mins Not Tested 18 Hrs 46 Mins	

Monitor Daily Availability Report

# **Error Summary**

Summarizes the error occurrences for a given Monitor.

	Reports / Monitors		Kofax_Capture - H	Kofax Capture Monitor		Ŧ		6
	Customer Experience	Daily Availability	Error Summary	Monthly Availability	Availability	SLA Report		
			ł		ange:	r Monitor Capture Monitor		
8	Error Description	1			Resource Name	Test Description	Last Occurred	
	1 priority 5, exceed	ne KX-11-002 are 6 batches 1 ding the threshold of 1440 m 33 AM, 1/28/2018 10:58:27 A	ninutes in batch processing	g.Batch names include:	Capture Metrics	Check Batch Processing Time	2/23/2020 7:29:36 PM	
	1 Error: The KAFC	listener on kx-11-002 has no	nt processed a request in 3	365 days and 0 minutes.	Capture Analytics Platform	Check event listener processing currency	2/23/2020 7:29:47 PM	

**Monitor Error Summary Report** 

### **SLA Reporting Module**

Displays a performance summary for the selected application and evaluates whether it has met designated service levels for the specified time period.

# Custom Service Level Analysis Report for Kofax\_TotalAgility - Kofax TotalAgility Monitor from February 10, 2020 to March 9, 2020

Report Card Monitor Components		Trend	ding			Se	ettin	gs		
Save / Em	ail Rep	ort								
Performance Summary						SLA	Cale	enda	r	
This is a custom report. The following resource function	ons are	consid	lered as		Fe	ebru	iary	202	20	
part of the service level:				S	м	1	-			S
Clients: Check KTA Workspace Login, Check KTA Des	signer L	ogin, C	heck KTA		10	11	12	13	14	15
SDK Interface, Check KTA Device Manager Interface				16	17	18	19	20	21	22
The service level for Kofax_TotalAgility was 100%.				23	24	25	26	27	28	29
						Mar	ch 2	2020	)	
				s	м	т	w	т	F	S
Score Card				1	2	3	4	5	6	7
Target Mir	nimum	Actual		-	_	3	4	5	0	'
Service Level 98% 9	96%	100%		8	9					
Systems Availability 98% 9	96%	0%								
Average Resolution Time (min) 15	60	0								
Allowed Down Time (min) 0		0								
Downtime b	-									

No outages during this reporting period.

Monitor Service Level Analysis Report

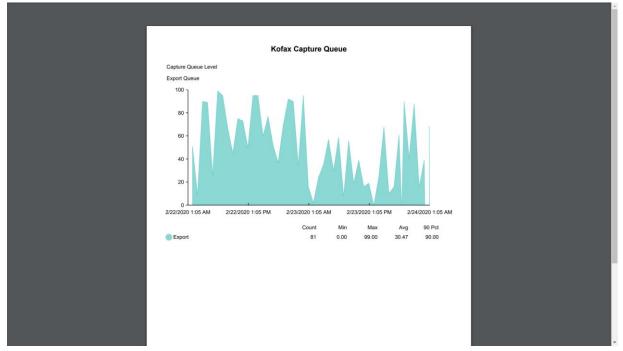
### **Group Reports**

Group reports include the availability and error information for groups containing Monitors. These reports are similar to Monitor reports but from a Group level perspective. Kofax Monitor provides the following group reports:

- Customer Experience Report: This report can be viewed showing Groups only or Groups and Monitors.
- Daily Availability Report: This report shows the availability of the Group for the selected day.
- Monthly Availability Report: This report is the same as the Monitor report except it is the average of all the Monitors contained in the selected group.
- **SLA Reporting Module:** This report provides a performance summary for the selected group and evaluates whether it has met designated service levels for the specified time period.

### **Dashboard Reports**

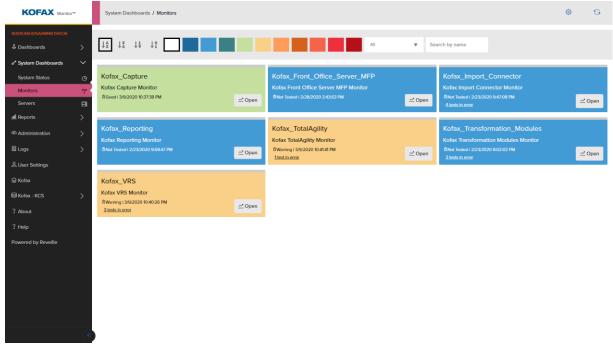
Dashboard reports are available in either online grid, PDF, or Excel formats. Each separate visual in a Dashboard metrics card will create an individual Dashboard report. The metric name and metric description is listed for each Dashboard grid view. The grid report data can be exported to either a PDF or Excel® file by clicking the menu option for each grid view.



Kofax Monitor Dashboard Report

### Dashboard

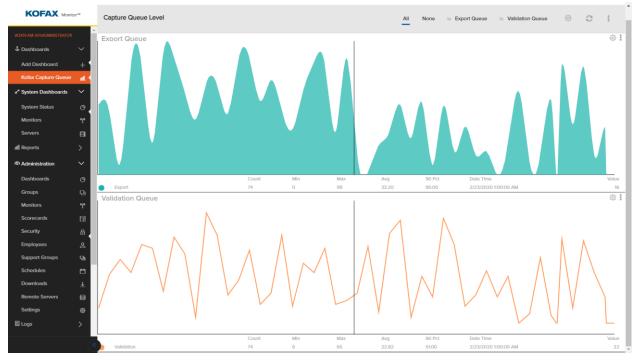
The Kofax Monitor User Console Dashboard summarizes the entire application portfolio — providing a single "at a glance view" of the health of the infrastructure and components. Details are shown at the macro level with drill down capabilities on whether the application has been "up" (accessible) or "down" (not accessible) for each day during the previous month and the current monitoring month. It also indicates – through color-coding – whether SLAs are achieved or missed for the time period under review.



Kofax Monitor User Console Monitor Dashboard

### **Metrics**

Metrics provide a way to track operational, license, and response time information received by monitor tests. A metric is numeric value that can be tracked by Kofax Monitor along with attributes. When a metric is returned from a Kofax Monitor test, the value can be evaluated to determine the status of the test and used by Kofax Monitor within notifications. The metric values can be viewed in the User Console in a Dashboard. Kofax Monitor includes a base set of metrics for each specific Kofax monitor type.



Kofax Monitor Dashboard View

# **Metrics Manager**

The Metric Manager provides a central location to manage metric definitions, evaluations, and messages.

< valuations					 	>
	A.DesignerLogin A.DeviceManagerLogi	Yes in Yes	10/9/2016 1:29:55 PM 10/9/2016 1:30:45 PM	KTA Designer Login Time in seconds KTA Device Manager Login Time in seconds		
	A.CoreWorkerWorker	rTasks Yes Yes	2/12/2020 12:15:53 AM 10/9/2016 1:28:31 PM	KTA Core Worker Worker Tasks Taken KTA Database Size in MB		
Kofax.KT	A.CoreWorkerSystem A.CoreWorkerThread	IsAc Yes	2/12/2020 12:16:39 AM 2/12/2020 12:16:25 AM	KTA Core Worker System Tasks Taken Count KTA Core WorkerThreads Active		
Name (275)		Enabled	Date Modified	Description		

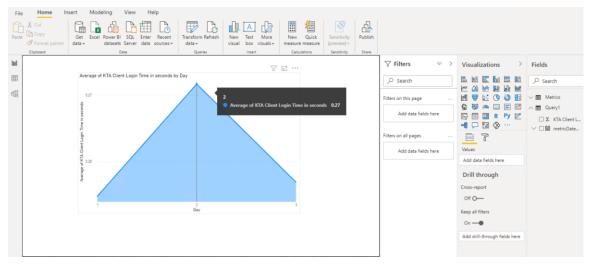
Kofax Monitor Metric Manager

### **Data Visualization**

Kofax Monitor provides Microsoft Power BI Data Connectors to access the powerful Kofax Monitor REST APIs. This allows Kofax Monitor data to be consumed by the Power BI data analysis and report creation tools. Kofax Monitor is providing both trusted signed and unsigned Power BI custom connectors.

The Power BI data connectors are:

- Kofax Monitor Dashboard Metrics
- Kofax Monitor Metric Attributes
- Kofax Monitor Monitor Availability
- Kofax Monitor Monitor Incidents
- Kofax Monitor Notifications
- Kofax Monitor Monitor Status
- Kofax Monitor Operating Status



Microsoft Power BI Query Editor with Kofax Monitor Metric Data

### **REST API**

Kofax Monitor provides over 75 REST methods (GET/POST/PUT/DELETE) to administer, control operation, and query Kofax Monitor operation, configuration, metrics, and status.

The Kofax Monitor REST API service methods are available for use on a Kofax Monitor Server using normal HTTP/S protocols. The Kofax Monitor REST APIs are located on the Kofax Monitor Server under the virtual directory Reveille/API. The list of available REST APIs can be found by going to the following help link.

• http://<kofax monitor server name>/Reveille/RESTAPIHelp

To call the Kofax Monitor REST APIs you will need to know the address of the Kofax Monitor Server and the user login which includes the windows domain, username, and password for proper access. Kofax Monitor REST API's support OAuth 2.0 for authorization and use NTLM for authentication.

# **REST API Help Page**

### Introduction Following is a list of available REST APIs.

Metrics	
API	Description
GET api/Metrics	Returns the list of metric names.
GET api/Metrics/{id}	Returns metric info for given metric.
GET api/Metrics/{id}/AttributeNameValues	Returns the list of the Attribute Names/Values for a given metric.
GET api/Metrics/(id)/MetricData?startDateTime=(startDateTime)&endDateTime= {endDateTime}&attributeName={attributeName}&attributeValue={attributeValue}	Returns the metric data values for a time range and optional attribute value.
GET api/Metrics/[id]/MetricEvaluations	Returns the evaluations for a given metric.

Kofax Monitor REST API Help Page

### Notification

Kofax Monitor has an integrated notification subsystem. Your support team can build and maintain different support schedules through the Kofax Monitor User Console. The schedules can use different notification methods to inform the proper support resource if an incident has been detected.

The available notification methods include:

- Short Message Service (SMS) text paging
- Azure Communication Services (SMS) text paging
- Simple Mail Transfer Protocol (SMTP) e-mail (text or HTML)
- Microsoft 365 or Google Email Servers usng OAuth 2 authorization
- Simple Network Management Protocol (SNMP) traps V1 V3
- Windows Event Log
- Write to Windows File
- Slack collaborative messaging
- Microsoft Teams collaborative messaging
- System management notification methods (such as for CA, HP, IBM, Splunk, Azure Sentinel, ConnectWise and others)
- Incident and Operations management (such as for ServiceNow, PagerDuty, BigPanda, or Ivanti)
- Custom REST or Web Service based interfaces

The support resources are optionally informed automatically when a problem has been corrected.

KOFAX Mon	itor™	Administration / Employees / Properties		
W2K19-KM-00%ADMINISTRATO	R		Viev	w Employee
🕹 Dashboards	>			
	>		Employee Name	Level1
			Employee Id	EMP01
nil Reports	>		Email Address	Level1Support@yourcompany.com
			Email Priority	Normal V
Administration	$\sim$		Work Phone Number	800-555-1212
Dashboards	G		Home Phone Number	800-555-1212
			Cell Phone Number	800-555-1212
Groups			SMS Email Address	3363213000.5551212@pager.net
Monitors	• <b>9</b> •		Notification Method	Email
			Device Pin Number / Alert Address	555-1212
Scorecards			Suppress New Notification Interval	5
Security	₿.		Notify When Available	8
Employees			Notify On Warning	2 2
Employees	<u> </u>		Notify On Bad	8 8
Support Groups	•		Notify On Severity 4 Notify On Severity 3	8
Schedules	•		Notify On Severity 2	8
			Notify On Severity 1	×
Downloads			Custom Field 1	
Remote Servers	e		Custom Field 2	
			Custom Field 3	
Settings	٢		Custom Field 4	
🖪 Logs	>		Custom Field 5	
L User Settings			Edit	Close
ကြ Kofax			Edit	Close
🗐 Kofax - KCS	>			
? About				
	(II)			

Kofax Monitor Notification Administration

# Administration

Kofax Monitor provides a secured browser page for updating many Kofax Monitor configuration options for controlling Monitor operation, adjusting Monitor parameters, implementing schedules, adding notification destinations, and administering Kofax Monitor distributed servers. Kofax Monitor clients can be downloaded for client installations from this page.

KOFAX Moni	tor≊	Adr	ministratio	on / Monitors			All Monitors	Ŧ			G
W2K19-KM-001ADMINISTRATOR	1							• • • •	• •	• •	• •
🕹 Dashboards	>							Disabled Not Tested Testing Good	d Warning Bad S	evenity 4 Sevenity 3	Severity 2 Severity 1
o <sup>▲</sup> System Dashboards	>	View	Edit	Start/Stop	Run Now	Test Status	Monitor	Description	Туре	Server	State
nd Reports	>	Q	0	⊳	\$	Not Tested	DemoMonitor	Demo Monitor Application	Production	W2K19-KM-001	Stopped
Administration	~	Q	1		\$	Good	Kofax_Capture	Kofax Capture Monitor	Test Only	W2K19-KM-001	Running
Dashboards	G	Q	0	Þ	4	Not Tested	Kofax_Communication_Server	Kofax Communication Server Monitor	Test Only	W2K19-KM-001	Stopped
Groups	Ð	Q	0		\$	Warning	Kofax_Front_Office_Server	Kofax Front Office Server Monitor	Test Only	W2K19-KM-001	Running
Monitors Scorecards	17 ×	Q	0	Þ	4	Not Tested	Kofax_Front_Office_Server_MFP	Kofax Front Office Server MFP Monitor	Test Only	W2K19-KM-001	Stopped
Security	8	Q	1	Þ	\$	Not Tested	Kofax_Import_Connector	Kofax Import Connector Monitor	Test Only	W2K19-KM-001	Stopped
Employees	ዶ	Q	0	Þ	\$	Not Tested	Kofax_Reporting	Kofax Reporting Monitor	Test Only	W2K19-KM-001	Stopped
Support Groups Schedules	9 11	Q	0		4	Warning	Kofax_TotalAgility	Kofax TotalAgility Monitor	Test Only	W2K19-KM-001	Running
Downloads	⊥	Q	1	Þ	\$	Not Tested	Kofax_Transformation_Modules	Kofax Transformation Modules Monitor	Test Only	W2K19-KM-001	Stopped
Remote Servers		Q	0		4	Warning	Kofax_VRS	Kofax VRS Monitor	Test Only	W2K19-KM-001	Running
Settings	٩										
E Logs	>										
요 User Settings											
ជា Kofax											
🗎 Kofax - KCS	>										
? About											
•											

**Kofax Monitor Administration** 

# Security

As Kofax Monitor will actively test an application or business process with synthetic transactions requiring user/password access, security is a critical consideration. Kofax Monitor supports common encrypted protocols such as SSL for HTTP. Kofax Monitor encrypts all application user IDs and passwords in the Kofax Monitor database using a credential store approach. Kofax Monitor uses a FIPS complaint AES symmetric algorithm with a 256-bit key. The user ID and password are decrypted only when needed for target application access.

🔒 Credentials Manager 🦳 🗆					$\times$
Use Credentials Manager to manage the list of system-wide credentials. The credentials defined here can be used in other parts of the system, such as Admin Console and the wizards.					
🔁 🗹 🗡 🖻 🕒				Repo	rt •
Name	Date Modified	Expires	Notes		^
💼 EventLog	2/23/2020 7:09:10 PM	1			
EventLog	2/23/2020 7:09:10 PM 2/23/2020 7:09:10 PM				
		1			~

Kofax Monitor Credentials Manager

Kofax Monitor supports all common IP ports for http/https/ftp/smtp/SNMP/telnet/imap/JMX/web services protocols required for typical applications - it does not require opening another port beyond the necessary standard IP ports that one would open for regular application use. Typically, Kofax Monitor uses HTTP (80) for internet paging and web services, and SMTP (25) for email notifications. The desired IP port number for a protocol can be changed based on specific customer implementations. If additional encryption is needed, nothing prevents Kofax Monitor from accepting the data after processing by an additional encryption layer that can run under a Windows OS.

Since Kofax Monitor was originally created within a financial services organization, attention to corporate security guidelines and policies is a natural design requirement. Within Kofax Monitor, the product leverages standard Windows Domain Active Directory Services (ADS) to protect function access based on standard Windows Users or Groups along with Integrated Windows Authentication (IWA) for secure Kofax Monitor User Console access.

Specific User Console, Dashboard, and Monitor access and control functionality can be secured through the Permissions Manager, shown here.

Kofax Monitor supports the use of OAuth 2.0 with bearer token access to Kofax Monitor REST APIs to separate authorization from authentication.

🕈 Permissions Manager —		ı ×
Permissions Domain Mappings Domain Groups Debug		
Use this page to add or remove permissions for accessing the User Console.		0
Administrators always have full access		
Current User or Group:		
W2K19-KM-001\Administrator	Se	elect
Current user or group always has full access		
Permission:		
Default Permissions for Group Access There are no items to show for the s	elected P	ermissi
Default Permissions for Metric Access		
Default Permissions for Dashboard Access		
Default Permissions for Monitor Access		
Default Permissions for Monitor Administ		
Cloud Administration Access		
Dashboard Administration Access		
Download Administration Access		
Employee Administration Access		
G Group Administration Access		
Monitor Administration Access		
C Remote Server Administration Access		
Chedule Administration Access		
Scorecard Administration Access		
Allow All Allow None Check Access Allow All Allow None Check Acces	SS	
Indicates access is allowed via group membership		
🕐 Indicates access is allowed via full trust		
Tindicates access is being determined		
Changes to permissions are not effective until User Console sessions are restarted. Adding/rem not affect access via group membership or full trust.	ioving acc	ess does
Reset Report		Close

Kofax Monitor Permissions Manager

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# Chapter 3

# What's New in Kofax Monitor

### **General Updates**

The following general updates are contained in this release:

- All previous Kofax Monitor software maintenance updates have been included in this release
- Support for Windows 2022 Server and Oracle Database 21c
- Kofax product support currency

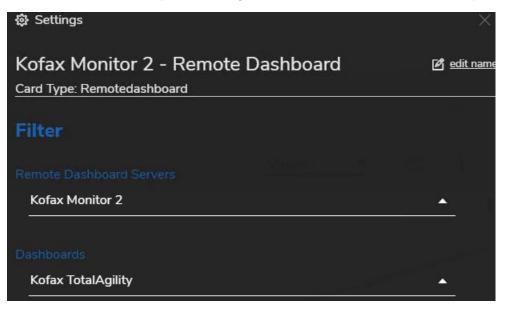
### **New Proactive Actions Manager**

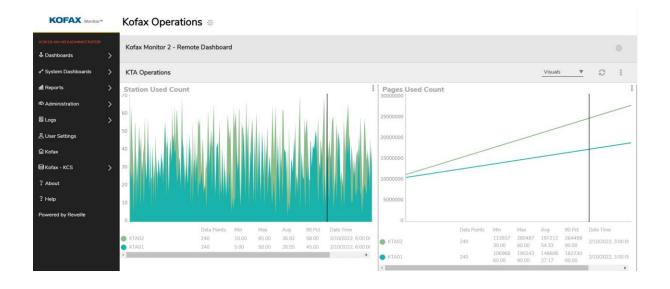
Proactive action lets you respond to errors through an automatic response, which can prevent the need for manual intervention. You can add a Proactive action that is not tied to a specific test yet can be tied to a specific error message. Now you can view, edit, copy, and delete all Proactive actions from one central menu in the Admin Console.

Y Proactive Actions						×
Use Proactive Actions to proactively perform tasks for a specific monitor and resource.						
Action Cycle database daemon Restart Export Service	Mode Automatic Automatic	Monitor DemoMonitor DemoMonitor	Resource Unix-DB-Server Windows-Capture-Server	Last Executed	Error Action taken for any Test error Action taken for any Test error	

### **New Remote Dashboard Card**

Kofax Monitor's expanded dashboard capability now includes a remote dashboard card. A single dashboard can have a consolidated view of different Kofax Monitor server dashboards. Dashboard cards can be combined to provide a single dashboard view of different Kofax operating environments.

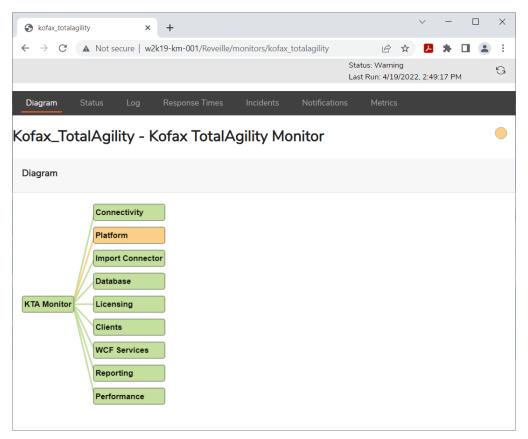




Kofax Monitor Overview Guide

# **New Direct Monitor View Option**

Kofax Monitors can now be viewed with authorized access from a direct URL link.



# New Timeline and Small Multiples Chart Options

Kofax Monitor now supports dashboard metric card small multiples option to view data for only certain time intervals in a timespan. When setting the timeline as last X days or a from/to timeline, a time interval option is shown. This allows the data to be filtered to show data for only that time interval across the overall timespan.

袋 Settings			×		
Metrics Card Type: Metrics			🛯 edit name		
$\leftarrow$ <u>Card Settings</u> / Timelin	ie				
Timeline					
Set Refresh					
Refresh Every none		<b>•</b>			
Timeline					
Today Last	From/To				
7 days		<b></b>			
Time Interval 🔇 ?					
07:00 AM	to <u>09:</u> 00 AM ()				
KOFAX Monitor* KTA Operating He	alth 🌣 🗈 🖬				
Wakte KM- colladimentation KTA Import Processing			Vist	uals ▼ ⊕ C I	
System Dashboards Morning Email Import at Reports	4/15/2022, 7:00 AM - 9:00 AM		4/16/2022, 7:00 AM - 9:00 AM		© :
	4/15/2022, 830 AM	100 50 0			
표 Logs > 요 User Settings	Email02 58				
	4/17/2022, 7:00 AM - 9:00 AM	100	4/18/2022, 7:00 AM - 9:00 AM		
? About		0			
? Help Powered by Reveille 100	4/19/2022, 7:00 AM - 9:00 AM	100	4/20/2022, 7:00 AM - 9:00 AM		
50		50			

### **New Monitor Link option for Alert Notifications**

Enhanced AlertMessages.xml functionality with new monitor link variable. A direct monitor URL to the monitor in error state can be included with the alert notification information.

#### <ErrorMessage>

<![CDATA[<%=LocTheFollowingErrorOccurredOn%> <%=Monitor%> / <%=Resource%> (<%=Test%>) <%=LocAt%> <%=ErrorDateTime%> <%=TimeZone%> :<%=CRLF%>'<%=Error%>'

<%=CRLF%>View Monitor at: **<%=MonitorLink%>**<%=CRLF%>]]>

</ErrorMessage>

### PagerDuty Notification Support

PagerDuty has been added as a new notification method. By leveraging bi-directional communication between Kofax Monitor and PagerDuty, incident and performance data is continuously and automatically synchronized between systems to minimize the disparate logging of incidents by email, spreadsheets, or logs and extend the value of automation initiatives.

	uty Incide		es People Automation Analyti	cs Integrations		2 Search
/our c	pen incidents			All open incidents		
) trigge 8 ackno	ered owledged			0 triggered 3 acknowledged		
! A		Reassign 🖌	Resolve O Snooze * Resolved Any Status			Go to incident
0	Status	Urgency <b>T</b>	Title	Created \$	Service	Assigned To

_	4/19/2022	Database	Check KTA Database Size
	Error occurred at 4/19/2022 9:15:26 F	M	
	Original Error:		
	Error: The database TotalAgility is	350.88 MB, above the 50 MB threshold limit.	
	Anticipated Response:		
	KOFAX TEST OK		
	No Support Groups in Notification List		
	PagerDuty notified at 4/19/2022 9:15	50 PM.	
	PagerDuty Create Event - Event proce	ssed for PagerDuty Incident Number 38 and Alert K	ey 2wDGUuOAKgTXoLoZk01/e0rW3Qg=.
	Available at 4/19/2022 9:23:09 PM To	tal Down Time: 7 Minute(s) 43 Seconds.	
	No Support Groups in Notification List	-	
	PagerDuty notified at 4/19/2022 9:23	10 PM.	
	PagerDuty Resolve Event - Event proc	essed for PagerDuty Incident Number 38 and Alert I	Key 2wDGUuOAKgTXoLoZk01/e0rW3Qg=.

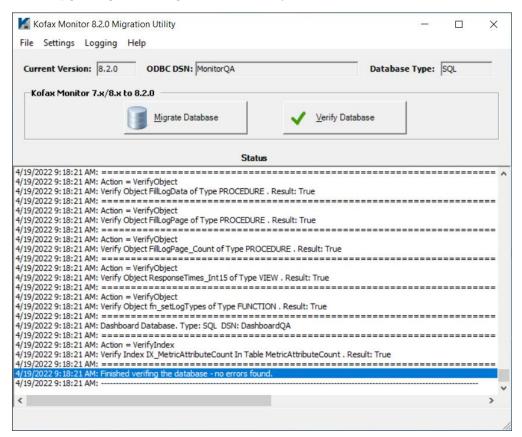
# **BigPanda Notification Support**

BigPanda has been added as a new notification method. By leveraging bi-directional communication between Kofax Monitor and BigPanda, incident and performance data is continuously and automatically synchronized between systems to minimize the disparate logging of incidents by email, spreadsheets, or logs and extend the value of automation initiatives.

BigPanda ▲ Incidents	rds 🖋 Integrations				۵ ا
IIFIED SEARCH					۹
I Environments * All Sources * Last 7 Days (Jan 12 - Jan	19) 🔻 Reset Filters				I≣ Last Changed →
incidents with matching alerts found					
Total Aleris   KofaxtMonitor application: Kofax_TotalAglility/Licensing   check: Check +	TA Station Licenses Available Count				Changed: 1m ago
Kofax_TotalAgility/Licensing / Check KTA Station Licenses Avail					• <u> </u>
Critical (0) Warnings (0) Resolved (1) Ack (0)	S: Jan 1 06:53PM Jan 19 06:50PM 07:00PM	Jan 19 07:10PM	Jan 19 07:20PM	Jan 19 07:30PM	E: Jan 07:42PM 07:40PM
OK Metrics Da Anticipated Response: OK	ta gathered via API. <t< th=""><th>or /&gt;License C</th><th>Count=41<b< th=""><th>r /&gt;Station lo</th><th>I=2</th></b<></th></t<>	or />License C	Count=41 <b< th=""><th>r /&gt;Station lo</th><th>I=2</th></b<>	r />Station lo	I=2
No Support Groups in Notifica	tion List.				
BigPanda notified at 1/19/202					
BigPanda Create Alert - Alert				<u> </u>	censing-40.
Available at 1/19/2022 6:57:4		e: 5 Minute(s)	) 1 Seconds		
No Support Groups in Notifica	tion List.				
Die De e de la etifica d'at 1/10/202	2 C.E.T. 40 DM				
BigPanda notified at 1/19/202 BigPanda Resolve Alert - Aler		for incident	identifier C1	0-462074	6-420d70b2d2

### **Migration Utility**

The migration utility updates a 7.x/8.x system to the 8.2.0 level. The migration utility should be run before upgrading an existing Kofax Monitor system to the 8.2.0 level.



### **Kofax Product Currency**

Support for:

- KC 11.1
- KTA 7.10
- KFS 4.3
- KCS 10.4
- KAFC 2.1
- KTM 7.0
- KIC 2.10
- VRS 5.2

# **Kofax Monitor Prerequisite Check**

The Kofax Monitor Prerequisite check for the Kofax Monitor server has been enhanced to support the requirements for Kofax Monitor 8.2.0.

Kofax Monitor Prerequisite Check Wizard	×
Kofax Monitor Prerequisite Check	Kofax Monitor™
Checking the Kofax Monitor prerequisites on your system	
Kofax Monitor Base Server Requirements: Windows Server 2022 Standard 64-bit running on a VM Internet Explorer Version 11.1.20348.0 IIS Version 10 ASP.NET is installed .Net Framework 4.8.04161 is installed Visual C++ 2015 (x86) redistributable is installed All prerequisties have been installed. Proceed to install Kofax Monitor.	^
<	>
InstallShield < Back Next >	Cancel

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# Appendix A

# Glossary

-A-	
ASPX	(Active Server Page) The file extension for .NET Active Server Page.
Advanced Grouping	A multi-level grouping method enabling Monitors to be grouped and viewed logically. The groups inherit the status of the groups and Monitors within the group.
Alert	A warning notifying the user that an error has occurred on a Resource.
Application	Several Resources working together and monitored as one group. Monitors test applications.
Application diagram	A window accessed from the Kofax Monitor Admin Console that graphically displays the application being monitored. Shows the relationships between Resources within an application.
-D-	
diagram lines	Lines that connect Resources within an application diagram to represent the relationships between Resources.
Docker	Docker is a set of platform as a service products that use OS-level virtualization to deliver software in packages called containers.
-E-	
ECM	Abbreviation for Enterprise Content Management.
email list	The list of employees sent email when a Monitor error occurs.
-H-	
HTML5	Abbreviation for Hypertext Transfer Protocol revision 5. HTML5 is a markup language for structuring and presenting content for the World Wide Web and a core technology of the Internet.
НТТР	Abbreviation for Hypertext Transfer Protocol.
_J_	
JSR	Abbreviation for Java™ Specification Request. Java Specification Requests are the actual descriptions of proposed and final specifications for the Java platform.

-K-	
Kofax	Kofax provides solutions that streamline the flow of information throughout an organization by managing the capture, transformation and exchange of business-critical information arising in paper, fax and electronic formats in a more accurate, timely and cost-effective manner.
Kofax Monitor Admin Console	Kofax Monitor's Windows-based module that lets you perform system administration tasks such as starting and stopping monitors, creating and maintaining Monitors, running maintenance checks, and backing up databases.
Kofax Monitor User Console	Kofax Monitor's Web-based module that provides detailed information about Monitors in the system, such as Monitor results (response times and error messages) and summary reports. The Kofax Monitor User Console also lets you maintain on-call schedules and notifications.
-M-	
Master Alert	Routing an alert to a Master Server, so you can notify anything defined at the Master Server, such as SNMP, Event Log, Page, etc.
Master Kofax Monitor Server (Master Server)	A full Kofax Monitor Server used to view the status and reports for all Monitors from the Remote Servers.
Monitor	A grouping of parameters and processes set up in Kofax Monitor and used to test the performance of an application. Monitors define how Kofax Monitor is to test an application, what constitutes an error in testing, and how technical support personnel are notified if an error occurs.
-N-	
notification list	A list of support personnel who are notified when a Monitor error occurs.
-0-	
OAuth 2.0	OAuth 2.0 is an authorization framework that enables applications to obtain limited access to user accounts on an HTTP service, such as ServiceNow, Microsoft 365, and Box. It works by delegating user authentication to the service that hosts the user account and authorizing third-party applications to access the user account. OAuth 2.0 provides authorization flows for web and desktop applications, and mobile devices.
Open Database Connectivity (ODBC)	A database standard that allows a database (and SQL statements) to access data from other types of databases.
-P-	
proxy server	A server that receives all communications occurring between a client application and a server. It determines if it can complete the request. If yes, it answers the request. If no, it sends the communication on to the server.
-R-	
Remote Kofax Monitor Server (Remote Server)	A small footprint non-IIS Kofax Monitor Server or a full Kofax Monitor Server which runs Monitors and reports status back to one or more Master Servers.

REST	Representational state transfer (REST) is a software architectural style that defines a set of constraints to be used for creating Web services. Web services that conform to the REST architectural style, called RESTful Web services, provide interoperability between computer systems on the Internet.
Report Card	A section on the SLA report, which compares the service level agreement parameters of the application being monitored with the actual function of the application.
Resource	An individual component which is being monitored or which is part of an application being monitored. Can be a Web server, Web site, network, etc.
Resource relationship	Defines the connection between Resources within a Monitor. One Resource relationship or many together can form the application being monitored.

-S-	
Scenario	A recorded set of actions made by a Windows application, which can be compared and tested.
Server	Any computer, device, or resource used to manage network resources.
Service Level Agreement (SLA)	A contract that specifies a standard of systems availability between two business entities.
Service Level Analysis Report	Summarizes whether or not the application is meeting Service Level Agreement (SLA) specifications.
Slack	Slack is a popular cloud-based set of proprietary team collaboration tools and services.
SNMP	Abbreviation for Simple Network Management Protocol.
SOA	Abbreviation for Service Oriented Architecture.
support group	A team of support personnel that maintains a particular Monitor. Support groups are responsible for responding to Monitor alerts.

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telecommunications network (telnet)	A method used to connect to a different computer/server in order to enter command statements.
Teams	Microsoft Teams is a popular cloud-based set of proprietary team collaboration tools and services.
Test	An action or response expected from a Resource (network, application, server, Web site, etc.) which defines if the Resource is functioning properly. Part of a Monitor.
Transformation Modules	Kofax Transformation Modules streamline the transformation of business documents into structured electronic information by automating the process of document classification and data extraction.
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WSDL

Acronym for Web Services Description Language. Pronounced 'wiz dull'.

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