



# **Tungsten Monitor**

## **Using Tungsten Monitor Wizards**

Version: 8.3.0.1

Date: 2024-09-30

**TUNGSTEN**  
**AUTOMATION**

© 2011–2024 Tungsten Automation. All rights reserved.

Tungsten and Tungsten Automation are trademarks of Tungsten Automation Corporation, registered in the U.S. and/or other countries. All other trademarks are the property of their respective owners. No part of this publication may be reproduced, stored, or transmitted in any form without the prior written permission of Tungsten Automation.

Third-party software is copyrighted and licensed from Tungsten Automation suppliers.

Reveille is a trademark of Reveille Software. All other trademarks, registered trademarks, service marks, trade names, or brand names mentioned in this document are the property of their respective owners.

---

# Contents

Overview .....	11
Tungsten Capture Wizard .....	11
Example - Monitor for Tungsten Capture Enterprise 11.1/Tungsten Analytics for Capture 2.112 .....	
Tungsten Transformation Modules Wizard .....	15
Example - A Monitor for Tungsten Transformation Modules 7.1 with RTTI 2.2 .....	15
Tungsten TotalAgility Wizard .....	17
Example - A Monitor for Tungsten TotalAgility 8.0 .....	17
Tungsten VRS Elite Wizard .....	20
Example - A Monitor for Tungsten VRS Elite 5.3 .....	20
Tungsten Communication Server Wizard .....	21
Example - A Monitor for Tungsten Communication Server 10.5 .....	21
Tungsten Front Office Server Wizard .....	23
Example - A Monitor for Tungsten Front Office Server 4.3 .....	23
Tungsten Front Office Server MFP Wizard .....	25
Example - A Monitor for Tungsten Front Office Server 4.3 MFP devices .....	25
Tungsten Import Connector Wizard .....	26
Example - A Monitor for Tungsten Import Connector 2.11 .....	26
Before Using Tungsten Monitor .....	28
Using the Tungsten Capture / Tungsten Transformation Module Wizards .....	28
Using the Tungsten TotalAgility Wizard .....	30
Using the Tungsten VRS Elite Wizard .....	31
Using the Tungsten Communications Server Wizard .....	31
Using the Tungsten Front Office Server Wizard .....	32
Using the Tungsten Front Office Server MFP Wizard .....	33
Using the Tungsten Import Connector Wizard .....	34
Starting a Tungsten Monitor Wizard .....	35
Using the Tungsten Capture Wizard .....	39
Connectivity .....	39
Platform .....	43
Free Disk Space is Too Low .....	43
Check Tungsten Capture Services .....	43
Log files size is too large (Local or UNC Path to files) .....	43
File folder cache file path is accessible (Local or UNC Path to directory) .....	43
KCN Service is functioning .....	44
KCNS web server is serving web pages .....	44
License server is responding to license requests .....	44
Replication file path is accessible (Local or UNC Path to directory) .....	44
SNMP is returning MIB counter values for Tungsten Capture .....	44
Database .....	45
Tungsten Capture Database is responding to query .....	45
Check database services are running (on Windows) .....	45
Capture Metrics .....	46

Applications are processing work too slowly .....	46
Batch count for overall system is too high .....	46
Batch time in system is too long .....	47
Queue counts are too low or too high .....	47
Unattended modules are processing work too slowly .....	47
KCN Server Queue count with 'in progress' status is too high .....	48
Capture Licensing.....	49
Volume licenses available page count is too low .....	49
Number of stations in use is too high .....	49
Backup license server is available .....	49
Remote Site .....	50
Remote Site can be pinged .....	50
Remote site checks in based on the synchronization settings .....	50
Remote site has successfully downloaded batch classes within the configured polling interval .....	50
Remote Site batch count for overall system is too high .....	50
Email Import Connector .....	52
Ping Email server.....	52
Import Connector Email Service is running .....	52
Check Mail Box for number of items .....	52
Web Services Import Connector .....	53
Ping Web Service server .....	53
Import Connector Web Service is responding.....	53
Import Connector Web Service is running .....	53
Number of XML error files in \Error directory .....	53
Capture Analytics Platform (KAFC).....	54
Check Event Listener Login .....	54
Check Event Listener Processing Currency .....	54
Check Event Listener Error Log Error Count .....	54
Check Event Listener Job Queue Latency .....	55
Check Workflow Agent Error Log Error Count.....	55
Check Data Service Available .....	55
Check KAFC Admin Database .....	55
Check KAFC Data Database .....	55
Check KAFC Meta Database.....	55
Check KAFC Staging Database .....	56
Check KAFC Database Synchronization.....	56
Check Insight Platform Services.....	56
Check Insight Failed Execution Plans.....	56
Check Insight Log Files Error Count .....	56
Check Insight Dashboard Login.....	57
Updating Tungsten Capture or Tungsten Transformation Test Thresholds.....	58
Configuring Baseline Tungsten Monitor Capture Metrics Test Base Thresholds.....	60
ApplicationConfig.xml .....	60
Application Configuration File.....	60
ModuleConfig.xml .....	61
Module Configuration File.....	61
QueueConfig.xml .....	61
Queue Configuration File.....	61
Using the Tungsten Transformation Wizard .....	63

Connectivity .....	63
Platform .....	63
KTM Server Free Disk Space is too low.....	63
Check KTM Services .....	63
KTM Log files size is too large (Local or UNC Path to files) .....	64
KTM Search Daily Log File (local or UNC path to file directory) .....	64
KTM Windows Event Log messages .....	64
Database.....	65
KTM Statistics Database is responding to query .....	65
Check KTM statistics database services are running (SQL Server on Windows).....	65
Transformation Metrics .....	66
KTM Applications are processing work too slowly .....	66
KTM Queue counts are too low or too high .....	66
KTM Unattended modules are processing work too slowly .....	67
KTM Field Accuracy percentages are too high or too low .....	67
Real-Time Transformation Interface .....	68
Check RTTI event log messages .....	68
Check RTTI web access.....	68
Check RTTI request count .....	68
Check RTTI requests executing .....	69
Check RTTI failure count .....	69
Check RTTI request execution time of last request.....	69
Check RTTI average request duration.....	69
Check RTTI average request duration for the last minute.....	70
Check RTTI worker processes .....	70
Check RTTI worker processes available.....	70
Check Mobile ID Capture web service .....	70
Configuring Baseline Tungsten Transformation Modules Metrics Thresholds.....	71
KTMApplicationConfig.xml .....	71
KTM Application Configuration File.....	71
KTMModuleConfig.xml .....	72
KTM Module Configuration File.....	72
KTMQueueConfig.xml .....	72
KTM Queue Configuration File.....	72
Using the Tungsten TotalAgility Wizard .....	74
Connectivity .....	74
Platform .....	75
Check KTA Server Free Disk Space is too low .....	75
Check KTA Platform Services.....	75
Check KTA Web Server .....	75
Check KTA License Server .....	75
Check KTA Windows Event Log Messages.....	75
Import Connector .....	76
Check KTA Email inbox access .....	76
Check KTA Email Folder item count .....	76
Check KTA Import Folder file age count .....	77
Check KTA Import Folder total file count .....	77
Check KTA Import Connector status .....	77
Check KTA Import Connector storage .....	77

Check KTA Import Connector message waiting count.....	77
Check KTA Import Connector message failed count .....	77
Check KTA Import archive folder access .....	78
Check KTA Fax FOIP Server Port .....	78
Check KTA SMTP server.....	78
Database.....	79
Check SQL Server Services.....	79
Check KTA SQL Server Database .....	79
Check KTA SQL Server Documents Database .....	79
Check KTA SQL Server Reporting Database.....	79
Check KTA SQL Server Reporting Staging Database .....	79
Check KTA SQL Server Simulator Database .....	80
Check KTA SQL Server Database Size .....	80
Check KTA SQL Server Documents Database Size .....	80
Check KTA SQL Server Reporting Database Size.....	80
Check KTA SQL Server Reporting Staging Database Size .....	80
Check KTA Simulator Database Size.....	80
Licensing.....	81
Check KTA Volume Licensing Available Page Count .....	81
Check KTA Station Licenses Available Count .....	81
Clients .....	82
Check KTA Workspace Login .....	82
Check KTA Designer Login .....	82
Check KTA SDK Login.....	82
Check KTA Device Manager Interface .....	82
Check KTA MFP Devices .....	83
WCF Services.....	84
Check KTA WCF Services Call Metrics.....	84
Reporting .....	84
Check KTA Report Data Aging .....	84
Check KTA Report Data Record Count.....	84
Performance .....	85
Check KTA Core Worker Worker Tasks Taken .....	85
Check KTA Core Worker Threads Active.....	85
Check KTA Core Worker Items in Thread Pool.....	85
Check KTA Core Worker System Tasks Taken .....	85
Check KTA Core Worker Locked Activities .....	86
Check KTA Search and Matching Server .....	86
Check KTA Export Servicer .....	86
Using the Tungsten VRS Elite Wizard .....	87
Connectivity .....	87
Platform .....	88
Check Tungsten VRS workstation MIB.....	88
Check Scanner Make/Model .....	88
Check Scanner Firmware level .....	88
Scanner Metrics.....	88
Rate of pages scanned is too low .....	88
The number of sheets scanned between feeder errors is too low .....	88
The number of sheets scanned between multi feeder errors is too low .....	89
The number of sheets scanned between paper jam errors is too low .....	89

The number of sheets scanned between camera health sheet scans.....	89
Too much time has elapsed since the last camera health sheet scan.....	89
The roller health percent is too low .....	89
The uniformity health percent is too low .....	89
The clarity health percent is too low.....	89
Using the Tungsten Communication Server Wizard:.....	90
Connectivity for KCS Platform.....	90
Platform for KCS.....	91
Check KCS platform services.....	91
Check KCS web interface services .....	91
KCS Server free disk space is too low .....	91
Check Mail/Message services connected .....	91
Check KCS Tandem Server disk status .....	92
Check KCS Tandem Server disk blocks .....	92
Check KCS Tandem Server monitor time .....	92
Database for KCS.....	92
Check KCS monitoring database.....	92
Check KCS TC/Report database.....	93
Check KCS TC/Probe database.....	93
Check database services are running (For Databases on Windows OS).....	93
Communication Server Metrics .....	93
Check KCS message queue is too high or too low .....	93
Check KCS messages are processing too slowly .....	93
Check KCS message queue for number of pages is too high .....	94
Communication Server Licensing .....	94
Number of license registrations in use .....	94
Application Servers .....	94
Check KCS application server status .....	94
Check KCS number of running applications .....	95
Check KCS number of stopped applications .....	95
Application Servers .....	95
Check KCS application status.....	95
Check KCS application message rate.....	95
Check KCS application message count .....	96
Messaging Servers .....	96
Check KCS message server number of user sessions .....	96
Check KCS message server number of tech files .....	97
Check KCS message server percentage of tech files in use.....	97
Check KCS message server number of send orders .....	97
Check KCS message server percentage of send orders used.....	97
Check KCS message server percentage of messages used.....	98
Check KCS message server mail system free size.....	98
Check KCS message server percentage of mail system size.....	98
Check KCS message server number of broadcast jobs .....	98
Check KCS message server percentage of unconfirmed short term archive entries.....	99
Check KCS message server percentage size of unconfirmed archive entries .....	99
Check KCS message server number of address book entries.....	99
Check KCS message server percentage of address book entries .....	99
Check KCS message server number of user store entries used .....	100
Check KCS message server percentage of user store entries.....	100

Check KCS message server number of unread messages for a user .....	100
Check KCS message server status of a channel.....	100
Check KCS message server mode of a channel .....	101
Check KCS message server number of defined channels .....	101
Using the Tungsten Front Office Server Wizard .....	102
Connectivity for KFS Platform.....	102
Platform for KFS .....	103
Check KFS services.....	103
Check KFS shared folder .....	103
Check KFS Server free disk space .....	103
Check KFS web admin client access .....	103
Check KFS thin client access .....	104
Check KFS web service access .....	104
Check KFS system accepting requests.....	104
Check KFS Log File Size .....	104
Check KFS Log Error Count .....	105
Check KFS Release Error File Count.....	105
Database for KFS.....	106
Check KFS database .....	106
Check KFS SQL database server services (For Databases on Windows OS).....	106
Check KFS Database Scan Job Count.....	106
Front Office Server Metrics .....	107
Check KFS in process transaction count.....	107
Check KFS in process transaction age .....	107
Check KFS KC release fail transaction count.....	107
Check KFS server total transaction rate.....	108
Check KFS application server transaction rate.....	108
Front Office Server MFP Processing .....	108
Check KFS MFP job submission.....	108
Front Office Server User Inbox .....	109
Check KFS user inbox transaction count.....	109
Check KFS user inbox transaction queue time .....	109
Using the Tungsten Front Office Server MFP Wizard.....	110
Connectivity for KFS MFP devices.....	110
MFP Scanner.....	111
MFP device specific tests .....	111
Configuring the Tungsten Front Office Server MFP Device specific tests.....	112
MFPdeviceconfig.xml .....	112
KFS MFP Device Configuration File.....	112
Using the Tungsten Import Connector Wizard .....	115
Connectivity for KIC Platform.....	115
Platform for KIC .....	116
Check KIC services:.....	116
Check KIC Server free disk space.....	116
Check KIC archive folder .....	116
Check KIC windows event log .....	116
Check KIC KC Plug-In log file size .....	117
Check KIC web service access .....	117
Check KIC web service accepting request .....	117



Check KIC message connector storage available .....	117
Check KIC Plug-In connection status .....	117
Check KIC message connector status .....	118
Check KIC SMTP server .....	118
Import Connector Server Metrics .....	119
Check KIC messages waiting counts by media type .....	119
Check KIC messages failing count .....	119
Check KIC license state .....	119
Import Connector Import Folder Processing .....	120
Check Import Folder file age count .....	120
Check Import Folder total file count .....	120
Check Import Folder Server Disk Space .....	120
Import Connector Email Processing .....	121
Check Email access .....	121
Check Email Folder for number of items .....	121
Import Connector Fax Processing .....	122
Check Fax FOIP Server Port .....	122
Check Fax Server Disk Space .....	122
Using the Tungsten Reporting Wizard .....	123
Connectivity for KR Platform .....	123
Platform for KR .....	124
Check KR central site services .....	124
Check KR application sender services .....	124
Check KR ETL agent services .....	124
Check Message Queue (MSMQ) KR central site server service .....	125
Check Message Queue (MSMQ) KR application sender server service .....	125
Check KR central site server free disk space .....	125
Check KR ETL server free disk space .....	125
Check KR central site receiver status .....	125
Check KR application sender status .....	126
Check KR central site server windows event log .....	126
Check KR application sender server windows event log .....	126
Check KR ETL server windows event log .....	127
Check KR ETL log files error count .....	127
Database .....	128
Check KR database services .....	128
Check KR database is responding to query .....	128
Check KR database size .....	128
Reporting Metrics .....	129
Check WSA central site receiver inbound active message count .....	129
Check WSA central site receiver inbound processed message count .....	129
Check WSA central site receiver outbound active message count .....	129
Check WSA central site receiver outbound processed message count .....	129
Check WSA application sender inbound active message count .....	130
Check WSA application sender inbound processed message count .....	130
Check WSA application sender outbound active message count .....	130
Check WSA application sender outbound processed message count .....	130
Check Message Queue (MSMQ) KR central site performance .....	131
Check Message Queue (MSMQ) KR application sender performance .....	131

Using Dashboard Metrics – Tungsten Capture Example .....	132
Define the metric evaluation.....	132
Add the metric to the Tungsten Capture Monitor test.....	135
Viewing a metric.....	137
Viewing a Dashboard .....	138
Viewing a Dashboard report.....	143
Tailoring Tungsten Monitor Event Log Notifications .....	144
Tungsten Monitor – Tungsten Communications Server Use Cases .....	146
Configuring a notification (alert) .....	146
Licensing.....	147
Message Throughput .....	153
Connectivity .....	162
Applications .....	162
Alerting .....	164
System Utilization .....	166
Tandem Server .....	168
Example Environment .....	170

## Overview

You can use any of the following wizards to “jumpstart” a Tungsten Monitor 8.3.0 implementation with your Tungsten Automation products:

- Tungsten Capture Wizard
- Tungsten Communication Server Wizard
- Tungsten Front Office Server Wizard
- Tungsten Front Office Server MFP Wizard
- Tungsten Import Connector Wizard
- Tungsten Reporting Wizard
- Tungsten TotalAgility Wizard
- Tungsten Transformation Wizard
- Tungsten VRS Elite Wizard

**Note:** Prior to 2024, Tungsten Monitor software was known as *Kofax Monitor*, and Tungsten Automation was known as *Kofax, Inc.* This guide refers to products supported for use with Tungsten Monitor by their newly rebranded names, and their previous names are also referenced. The branding of your Tungsten Automation product may vary, based on the version you use with Tungsten Monitor. For more information, visit the Tungsten Automation [website](#).

Intended for Workflow Automation professionals who are responsible for configuring and maintaining Tungsten Monitor, this guide is focused on Tungsten Monitor wizard requirements, configuration, and operation.

In addition to this guide, the Tungsten Monitor documentation set includes the following publications:

- *Tungsten Monitor Technical Specifications*
- *Tungsten Monitor Release Notes*
- *Tungsten Monitor Overview Guide*
- *Tungsten Monitor Migration Guide*
- *Tungsten Monitor Installation and Setup Guide*
- *Tungsten Monitor Admin Console Online Help*
- *Tungsten Monitor User Console Online Help*

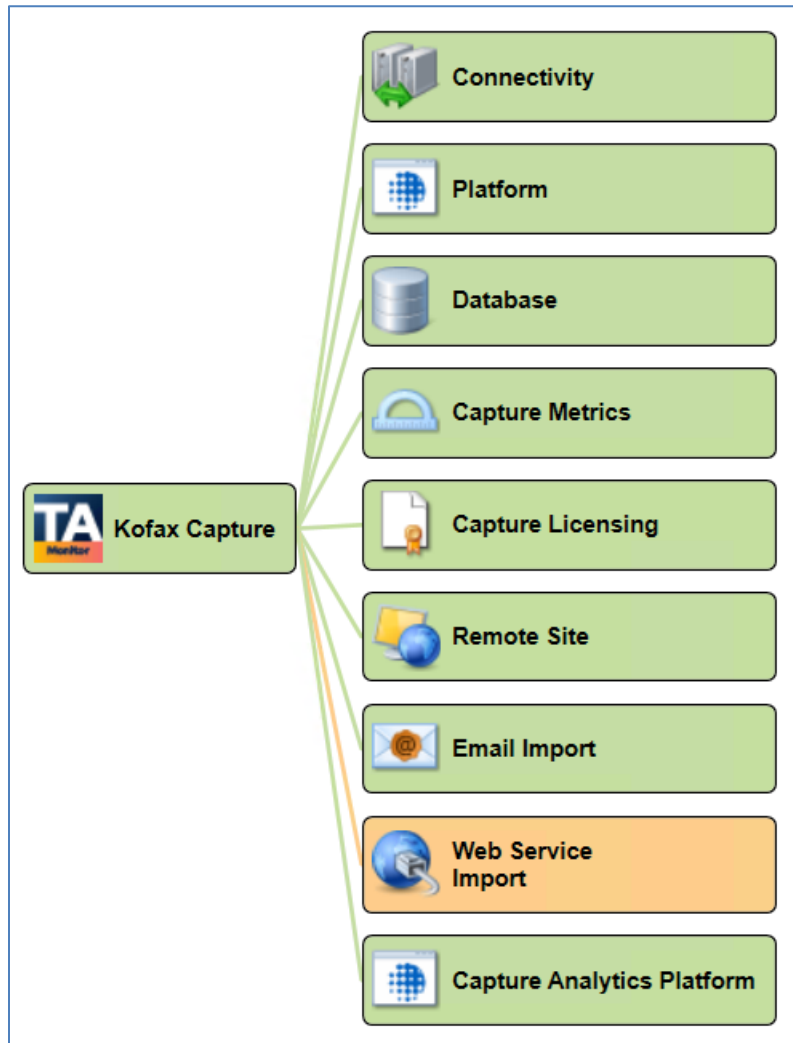
## Tungsten Capture Wizard

The Tungsten Capture wizard allows you to rapidly build a comprehensive monitor for the Tungsten Capture environment. Tungsten Monitor 8.3.0 supports Tungsten Capture Enterprise versions 11.0 / 11.0.1.1 / 11.1 and Tungsten Analytics for Capture 2.0 / 2.1. The Tungsten Capture wizard guides the user to create a baseline Tungsten Capture Monitor in the following format as shown below.

### Resource

- Test

## Example - Monitor for Tungsten Capture Enterprise 11.1/Tungsten Analytics for Capture 2.1



### Connectivity (Tungsten Capture platform machines available)

- License server(s) can be pinged
- Module servers (any host on which a module is running) can be pinged
- Database server can be pinged
- KCN Server can be pinged

### Platform (Tungsten Capture platform available to process work)

- License server is responding to license requests
- SNMP is returning MIB counter values for Tungsten Capture
- File folder cache file path is accessible (Local or UNC Path to directory)
- Replication file path is accessible (Local or UNC Path to directory)
- KCNS web server is serving web pages
- KCN Service is functioning
- Check Tungsten Capture Services
- Log files size is too large (Local or UNC Path to files)
- Free disk space is too low

### Database (database available)

- Tungsten Capture Database is responding to query
- Check database services are running (For Databases on Windows OS)

### **Capture Metrics (Operational throughput and exceptions)**

- Queue counts are too low or too high
- Batch count for overall system is too high
- Batch time in system is too long
- Un-attended modules are processing work too slowly
- Attended modules are processing work too slowly
- KCN Server Queue count with 'in progress' status is too high

### **Capture Licensing (License usage)**

- Volume licenses available page count is too low
- Station use is too high
- Backup license server is available

### **Remote Site (Remote site availability, currency, and processing)**

- Remote Site can be pinged
- Remote Site has checked in near the time it was supposed to based on the synchronization settings
- Remote site has successfully downloaded batch classes within the configured polling interval
- Remote Site Batch count is too high

### **Email Import Connector (Email server availability, currency, and processing)**

- Ping Email server
- Import Connector Email Service is running
- Check Mail Box for number of items

### **Web Services Import Connector (Web Service availability, currency, and processing)**

- Ping Web Service Server
- Import Connector Web Services is responding
- Import Connector Web Services is running
- Number of XML error files in \Error directory

### **Capture Analytics Platform (KAFC platform available to process work)**

- Event Listener Login
- Event Listener Processing
- Event Listener Error Log
- Event Listener Job Queue
- Workflow Agent Error Log
- Data Service Available
- Databases Available
- Database Synchronization
- Insight Platform Services
- Insight Failed Execution Plans
- Insight Logs
- Insight Dashboard

Note the following:

- You must have a valid Tungsten Monitor license installed on the Tungsten Capture server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten Capture Wizard requires an installed Tungsten Monitor 8.3.0 server and a working Tungsten Capture Enterprise 11.0 / 11.0.1.1 / 11.1 and Tungsten Capture for Analytics 2.0 / 2.1 (optional) system available for complete monitoring. See the *Tungsten Monitor 8.3.0 Installation and Setup*

*Guide* for more information. User Tracking must be enabled within Tungsten Capture and the Central and Remote sites when using Tungsten Monitor to monitor capture metrics.

- If you are using the Tungsten Standard Database for the Tungsten Capture Enterprise database, you must select the Tungsten Monitor Standard Database installation step as part of installing Tungsten Monitor 8.3.0.
- Tungsten Monitor requires the Tungsten Site Monitoring Service to be installed on Tungsten Capture Servers and Remote Site(s) servers. See the *Tungsten Capture 11 Installation Guide, Monitoring Tungsten Capture Services* for more information.

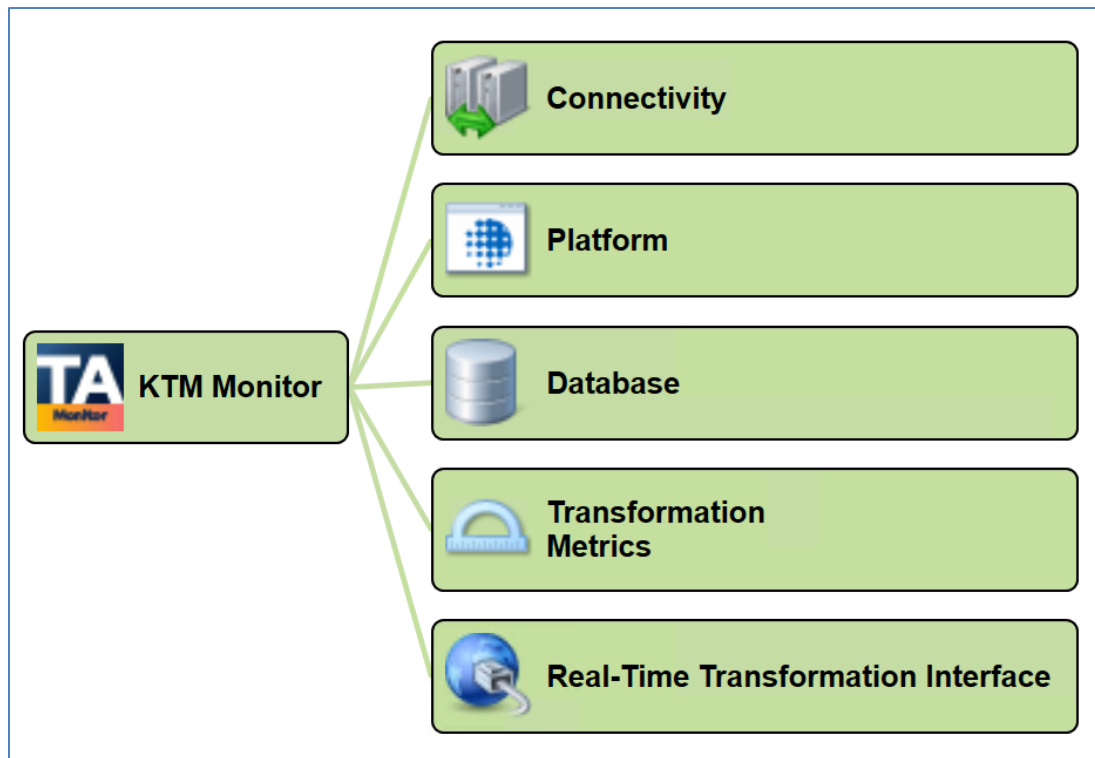
## Tungsten Transformation Modules Wizard

The Tungsten Transformation Modules (KTM) wizard allows you to rapidly build a comprehensive monitor for the Tungsten Capture environment. Tungsten Monitor 8.3.0 supports Tungsten Transformation Modules version 6.4, 7.0, and 7.1 and Real-Time Transformation Interface (RTTI) version 2.2 and above. The Tungsten Transformation Modules wizard guides the user to create a baseline Tungsten Transformation Modules Monitor in the following format as shown below:

### Resource

- Test

## Example - A Monitor for Tungsten Transformation Modules 7.1 with RTTI 2.2



### Connectivity (KTM platform machines available)

- KTM Module servers (any host on which a module is running) can be pinged
- KTM Statistics Database server can be pinged

### Platform (KTM platform available to process work)

- Check KTM Services
- Check KTM Windows Event Log messages
- KTM Log files size is too large (Local or UNC Path to files)
- KTM Search Daily Log File
- KTM Server Free disk space is too low

### Database (KTM Statistics database available)

- KTM Statistics Database is responding to query
- Check KTM Statistics Database services are running (For SQL Server based Statistics Database on Windows OS)

## Transformation Metrics (Operational throughput and exceptions)

- KTM Queue counts are too low or too high
- KTM Field Accuracy is too high (rejection/incorrect) or too low (correct)
- KTM Unattended modules are processing work too slowly
- KTM Attended modules are processing work too slowly

## Real-Time Transformation Interface (RTTI available to process work)

- Check RTTI event log messages
- Check RTTI web access
- Check RTTI request count
- Check RTTI requests executing
- Check RTTI failure count
- Check RTTI request execution time of last request
- Check RTTI average request duration
- Check RTTI average request duration for the last minute
- Check RTTI worker processes
- Check RTTI worker processes available
- Check Mobile ID Capture web service

Note the following:

- You must have a valid Tungsten Monitor license installed on the Tungsten Capture server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten Transformation Modules Wizard requires an installed Tungsten Monitor 8.3.0 server and a working Tungsten Transformation Modules 6.4 or above system available for monitoring. See the *Tungsten Monitor 8.3.0 Installation and Setup Guide* for more information.
- The Tungsten Transformation Modules Wizard requires an installed Tungsten Monitor 8.3.0 server and a working Real-Time Transformation Interface 2.2 or above system available for RTTI monitoring. See the *Tungsten Monitor 8.3.0 Installation and Setup Guide* for more information.
- If you are using the Tungsten Standard Database for the Tungsten Capture Enterprise database, you must select the Tungsten Monitor Standard Database installation step as part of installing Tungsten Monitor 8.3.0
- Tungsten Transformation Modules Wizard requires the Tungsten Site Monitoring Service to be installed on Tungsten Transformation Modules Server if using Tungsten Capture Enterprise. See the *Tungsten Capture 11 Installation Guide, Monitoring Tungsten Capture Services* for more information.



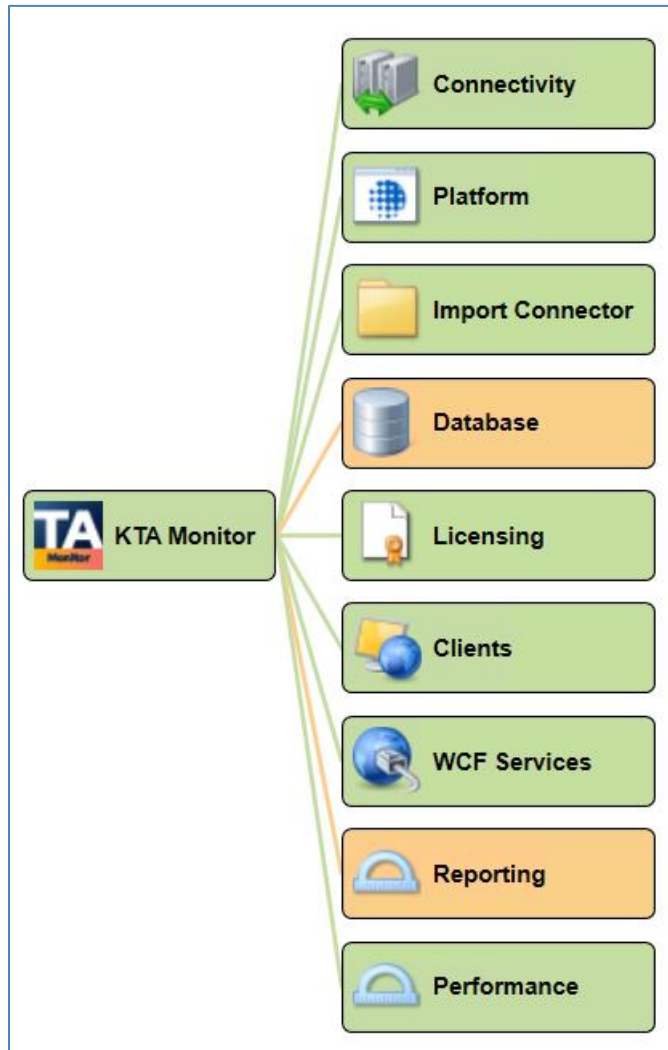
## Tungsten TotalAgility Wizard

The Tungsten TotalAgility wizard allows you to rapidly build a comprehensive monitor for the Tungsten TotalAgility environment. Tungsten Monitor 8.3.0 supports Tungsten TotalAgility version 7.9 – 8.0. The Tungsten TotalAgility wizard guides the user to create a baseline Tungsten TotalAgility Monitor in the following format as shown below.

### Resource

- Test

### Example - A Monitor for Tungsten TotalAgility 8.0



#### Connectivity (KTA platform machines available)

- KTA web servers available
- KTA application servers available
- KTA database servers available
- KTA transformation servers available
- Tungsten Search and Matching Server servers available
- Check Fax servers available
- Check Email servers available
- Check Import folder servers available

**Platform (KTA platform available to process work)**

- Check KTA Server Free Space
- Check KTA Services
- Check KTA Web Server
- Check KTA License Service is responding
- Check KTA Windows Error Log

**Import Connector (KTA import connector available to process work)**

- Check KTA Email inbox access
- Check KTA Email folder item count
- Check KTA Import Folder file age count
- Check KTA Import Folder total file count
- Check KTA Import Connector status
- Check KTA Import Connector storage
- Check KTA Import Connector message waiting count
- Check KTA Import Connector message failed count
- Check KTA Import archive folder access
- Check KTA Fax FOIP server port
- Check KTA SMTP server

**Database (KTA database available)**

- Check SQL Server Services
- Check KTA SQL Server Database
- Check KTA SQL Server Documents Database
- Check KTA SQL Server Reporting Database
- Check KTA SQL Server Reporting Staging Database
- Check KTA SQL Server Simulator Database
- Check KTA SQL Server Database Sizes

**Clients (KTA client's availability)**

- Check KTA Workspace Login
- Check KTA Designer Access
- Check KTA SDK Interface
- Check KTA Device Manager Interface
- Check KTA MFP Devices

**Licensing (KTA licensing usage)**

- Check KTA Volume Licensing
- Check KTA Station Licensing

**WCF Service Metrics (KTA WCF services metrics)**

- Check KTA WCF Services Metrics

**Reporting (KTA report processing)**

- Check KTA Report Data Aging
- Check KTA Report Data Record Count

**Performance (KTA operating performance)**

- Check KTA Core Worker Tasks Taken
- Check KTA Core Worker Threads Active
- Check KTA Core Worker Items in Thread Pool
- Check KTA Core Worker System Tasks Taken
- Check KTA Core Worker Locked Activities
- Check KTA Search and Matching Server

- Check KTA Export Service

Note the following:

- You must have a valid Tungsten Monitor license installed on the Tungsten TotalAgility server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten TotalAgility Wizard requires an installed Tungsten Monitor 8.3.0 server and a working Tungsten TotalAgility 7.9 – 8.0 available for complete monitoring. See the *Tungsten Monitor 8.3.0 Installation and Setup Guide* for more information.

## Tungsten VRS Elite Wizard

The Tungsten VRS Elite Wizard allows you to rapidly build a comprehensive monitor for a VRS workstation. Tungsten Monitor 8.3.0 supports Tungsten VRS Elite 5.2 and above. The Tungsten VRS Elite Wizard guides the user to create a baseline Tungsten VRS Monitor in the following format as shown below:

### Resource

- Test

### Example - A Monitor for Tungsten VRS Elite 5.3



### Connectivity (VRS network connectivity)

- Check Connectivity of Tungsten VRS workstation

### Platform (VRS platform available to gather metrics)

- SNMP is returning MIB counter values for Tungsten VRS workstation
- Check Scanner Make/Model
- Check Scanner Firmware level

### Scanner Metrics (Scanner device health, throughput and exceptions)

- Rate of pages scanned is too low
- The number of sheets scanned between feeder errors is too low
- The number of sheets scanned between multi feeder errors is too low
- The number of sheets scanned between paper jam errors is too low
- The number of sheets scanned between camera health sheet scans is too high
- Too much time has elapsed since the last camera health sheet scan
- The roller health percent is too low
- The uniformity percent is too low
- The clarity percent is too low

Note the following:

- You must have a valid Tungsten Monitor license installed on the Tungsten Capture server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten VRS Wizard requires an installed Tungsten Monitor 8.3.0 server and a Tungsten VRS workstation with VRS Elite available for monitoring.
- The Tungsten VRS Elite Wizard requires a working device health VRS MIB on each Tungsten VRS scanning workstation. See the Tungsten VRS Elite Technical Guide for more information.
- \*The test 'SNMP is returning MIB counter values for Tungsten VRS workstation' is required to run successfully for a VRS monitor.

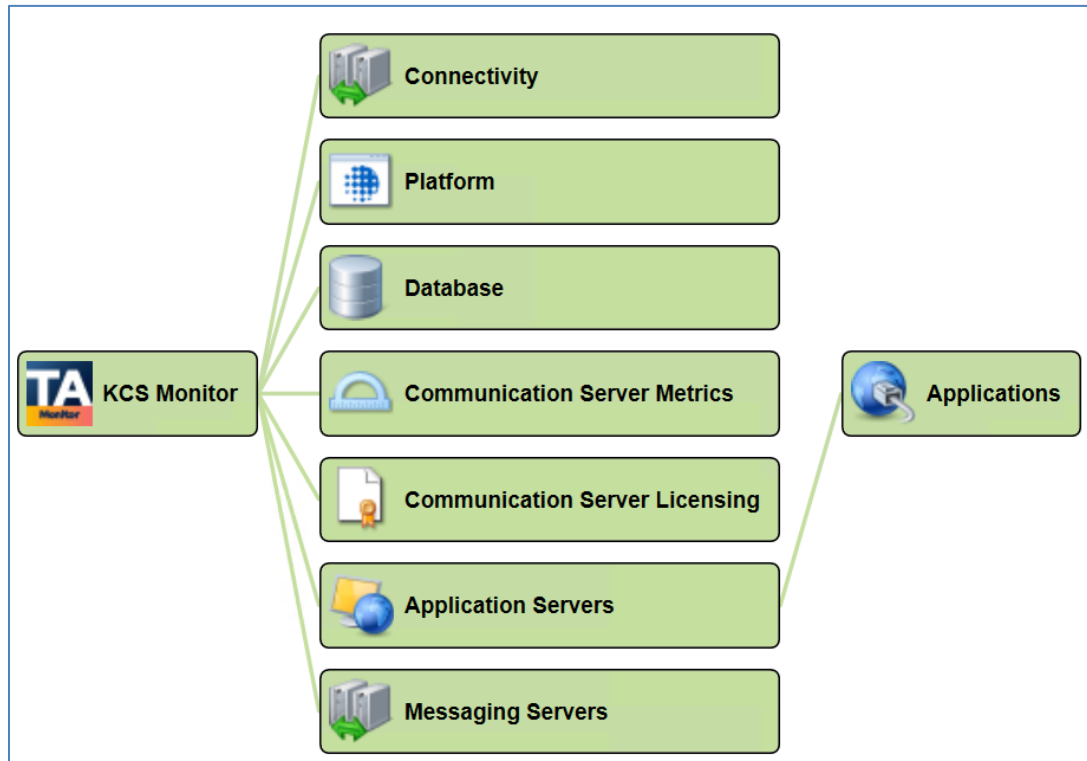
## Tungsten Communication Server Wizard

The Tungsten Communication Server (KCS) wizard allows you to rapidly build a comprehensive monitor for a KCS environment. Tungsten Monitor 8.3.0 supports Tungsten Communications Server version 10.4 and 10.5. The Tungsten KCS wizard guides the user to create a baseline Tungsten KCS Monitor in the following format as shown below:

### Resource

- Test

## Example - A Monitor for Tungsten Communication Server 10.5



### Connectivity (KCS platform machines available)

- KCS TCOSS servers can be pinged
- KCS TC/LINK servers can be pinged
- KCS Mail/Message servers can be pinged

### Platform (KCS platform available to process work)

- Check KCS platform services
- Check KCS web interface services
- KCS Server free disk space is too low
- Check Mail/Message services connected
- Check KCS Tandem Server disk status
- Check KCS Tandem Server disk blocks
- Check KCS Tandem Server monitor time

### Database (KCS databases available)

- Check KCS monitoring database
- Check KCS TC/Report database
- Check KCS TC/Probe database
- Check if database services are running (For SQL Server Databases on Windows OS only)

### **Communication Server Metrics (Operational throughput)**

- Check KCS message queue is too high or too low
- Check KCS messages are processing too slowly
- Check KCS message queue for number of pages is too high

### **Communication Server Licensing (License usage)**

- Number of license registrations in use is too high or too low

### **Application Servers (KCS applications server health and operation)**

- Check KCS application server status
- Check KCS number of running applications
- Check KCS number of stopped applications

### **Applications (KCS applications health and operation)**

- Check KCS application status
- Check KCS application message rate is too low
- Check KCS application message count is too high

### **Messaging Servers (KCS message server health and operation)**

- Check KCS message server number of user sessions is too high
- Check KCS message server number of tech files is too high or too low
- Check KCS message server percentage of tech files in use is too high or too low
- Check KCS message server number of send orders is too high
- Check KCS message server percentage of send orders used is too high
- Check KCS message server percentage of messages used is too high or too low
- Check KCS message server mail system free size is too low
- Check KCS message server percentage of mail system size is too low
- Check KCS message server number of broadcast jobs is too high or too low
- Check KCS message server percentage of unconfirmed short term archive entries is too high
- Check KCS message server percentage size of unconfirmed archive entries is too high
- Check KCS message server number of address book entries is too high or too low
- Check KCS message server percentage of address book entries is too high or too low
- Check KCS message server number of user store entries used is too high or too low
- Check KCS message server percentage of user store entries used is too high or too low
- Check KCS message server number of unread messages for a user is too high
- Check KCS message server status of a channel
- Check KCS message server mode of a channel
- Check KCS message server number of defined channels is too high or too low

Note the following:

- You must have a valid Tungsten Monitor license installed on the Tungsten Capture server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten KCS Wizard requires a configured KCS monitoring application on the KCS server.

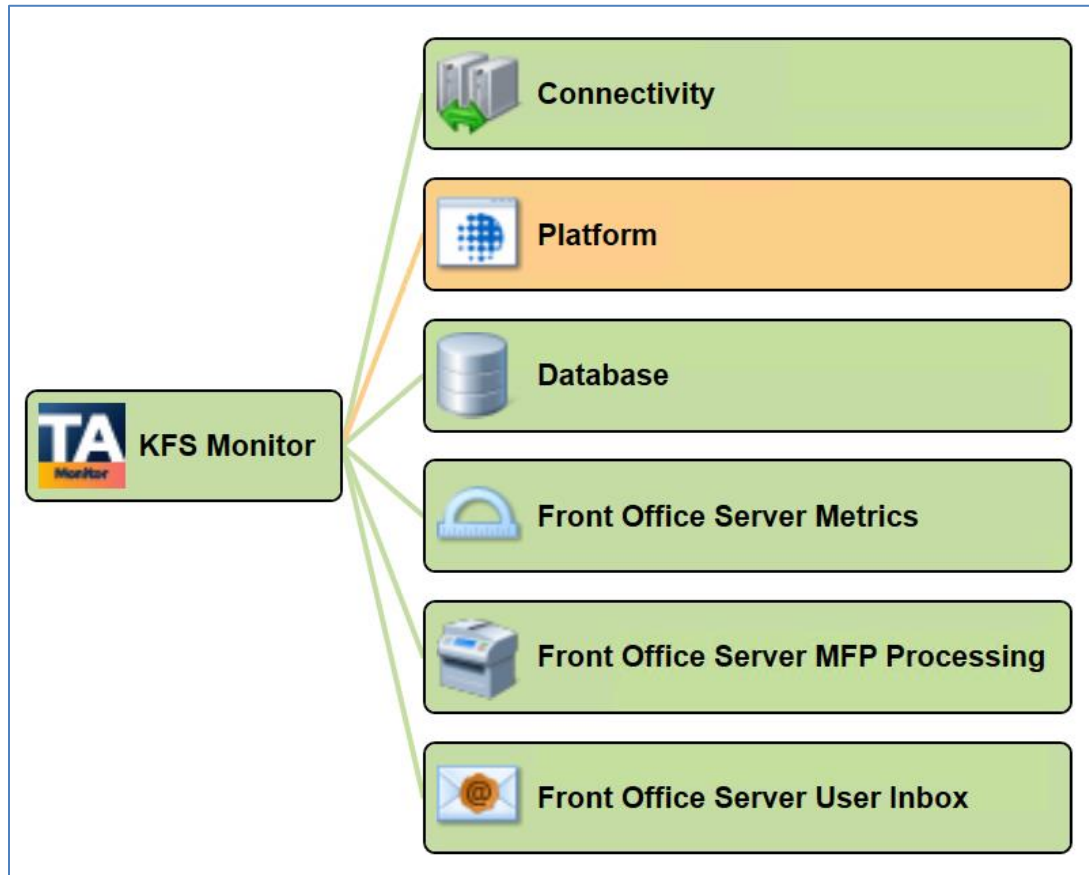
## Tungsten Front Office Server Wizard

The Tungsten Front Office Server (KFS) wizard allows you to rapidly build a comprehensive monitor for a KFS environment. Tungsten Monitor 8.3.0 supports Tungsten Front Office Server version 4.3. The Tungsten KFS wizard guides the user to create a baseline Tungsten KFS Monitor in the following format as shown below:

### Resource

- Test

## Example - A Monitor for Tungsten Front Office Server 4.3



### Connectivity (KFS platform machines available)

- KFS servers can be pinged
- KFS database servers can be pinged
- KFS web servers can be pinged

### Platform (KFS platform available to process work)

- Check KFS service
- Check KFS shared folder
- Check KFS server free disk space
- Check KFS web admin client access
- Check KFS thin client access
- Check KFS web service access
- Check KFS accepting requests
- Check KFS log files size
- Check KFS release error log file
- Check KFS release error file count

### Database (KFS database available)

- Check KFS database
- Check if database services are running (For SQL Server Databases on Windows OS only)
- Check KFS database scan job table record count

#### **Front Office Server Metrics (KFS Operational throughput)**

- Check KFS in process transaction count
- Check KFS in process transaction age
- Check KFS KC release error count
- Check KFS server total transaction rate
- Check KFS application server transaction rate

#### **Front Office Server MFP Processing (KFS MFP job submission)**

- Check KFS MFP job submission

#### **Front Office Server User Inbox (KFS User Inbox Operational throughput)**

- Check KFS user inbox transaction count
- Check KFS user inbox transaction queue time

Note the following:

- You must have a valid Tungsten Monitor license installed on the Tungsten Capture server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten KFS Wizard requires an installed Tungsten Monitor 8.3.0 server and an installed Tungsten Front Office Server version 4.3.



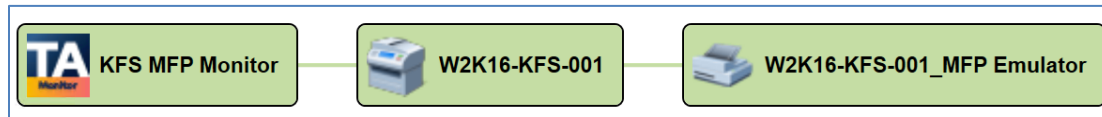
## Tungsten Front Office Server MFP Wizard

The Tungsten Front Office Server (KFS) MFP wizard allows you to rapidly build a comprehensive monitor for KFS MFP devices. Tungsten Monitor 8.3.0 supports Tungsten Front Office Server version 4.3. The Tungsten KFS MFP wizard guides the user to create a baseline Tungsten KFS MFP device monitor in the following format as shown below:

### Resource

- Test

## Example - A Monitor for Tungsten Front Office Server 4.3 MFP devices



### Connectivity (MFP platform machines available)

- MFP device can be pinged
- Check MFP device status
- Check MFP device errors

### MFP Scanner (MFP device specific status)

- MFP device specific check 1
- MFP device specific check 2
- MFP device specific check x

Note the following:

- You must have a valid Tungsten Monitor license installed on the Tungsten Capture server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten KFS Wizard requires an installed Tungsten Monitor 8.3.0 server and an installed Tungsten Front Office Server version 4.3.
- The MFP Scanner tests are MFP device dependent and **requires configuration** of the MFPdeviceconfig.xml file located in the <KM installation path>\Reveille\Web\ReveilleTests\Kofax directory. Refer to the MFP device manufacturer information for available MIB OID definitions.

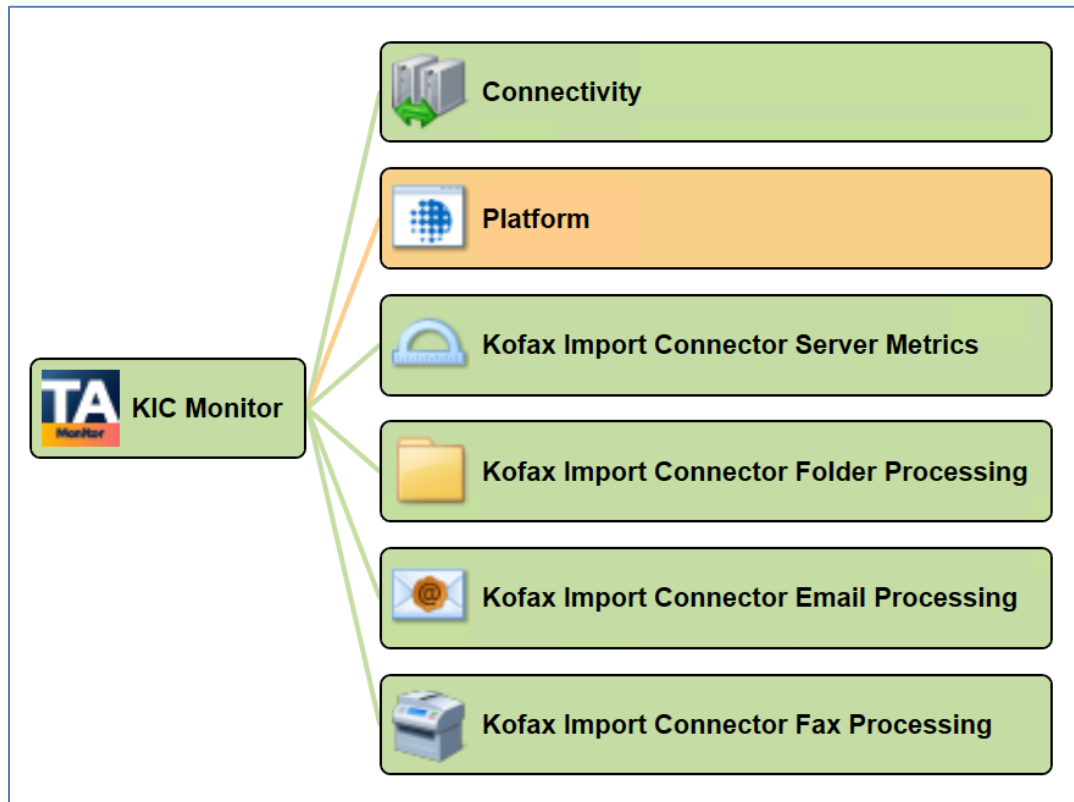
## Tungsten Import Connector Wizard

The Tungsten Import Connector (KIC) wizard allows you to rapidly build a comprehensive monitor for a KIC environment. Tungsten Monitor 8.3.0 supports Tungsten Import Connector version 2.9 - 2.11. The Tungsten KIC wizard guides the user to create a baseline Tungsten KIC Monitor in the following format as shown below:

### Resource

- Test

### Example - A Monitor for Tungsten Import Connector 2.11



#### Connectivity (KIC platform machines available)

- KC servers available
- Fax servers available
- Email servers available
- Web Service servers available
- Import folder servers available

#### Platform (KIC platform available to process work)

- Check KIC services (message connector/KC plug-in)
- Check KIC server free disk space
- Check KIC archive folder access
- Check KIC windows event log
- Check KIC KC Plug-In log files size
- Check KIC web service access
- Check KIC web service accepting requests
- Check KIC message connector storage available
- Check KIC KC Plug-In connection status
- Check KIC message connector status
- Check KIC SMTP server

**Import Connector Server Metrics (KIC Operational throughput)**

- Check KIC messages waiting counts by media type
- Check KIC messages failing count
- Check KIC license state

**Import Connector Email Processing (KIC Email Import Operations)**

- Check Email inbox access
- Check Email folder item count

**Import Connector Import Folder Processing (KIC Folder Import Operations)**

- Check Import Folder file age count
- Check Import Folder total file count
- Check Import Folder server disk space

**Import Connector Fax Processing (KIC Fax Import Operations)**

- Check Fax FOIP server port
- Check Fax Server disk space

Note the following:

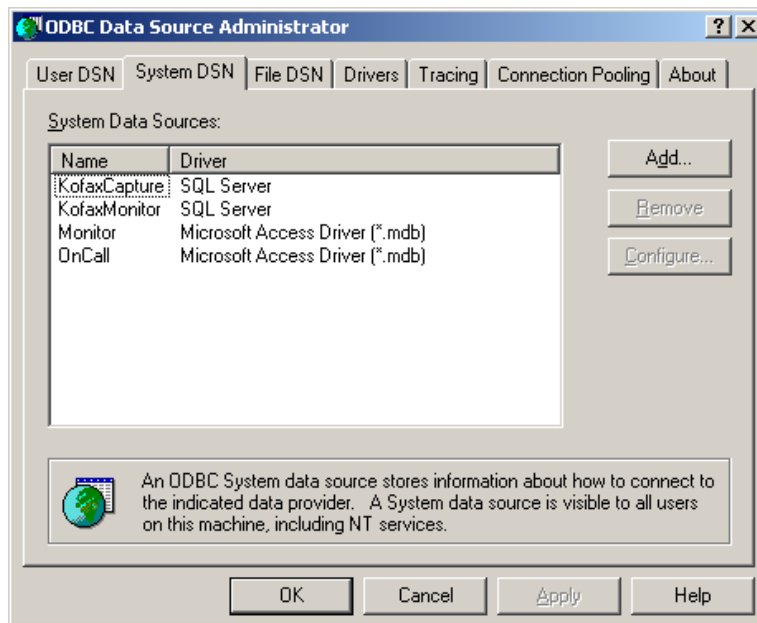
- You must have a valid Tungsten Monitor license installed on the Tungsten Capture server or Tungsten License Server. During Tungsten Monitor installation and Tungsten Monitor Admin console startup, a check is done for a valid Tungsten Monitor license.
- The Tungsten KIC Wizard requires an installed Tungsten Monitor 8.3.0 server and installed Tungsten Import Connector 2.9 - 2.11.

## Before Using Tungsten Monitor

### Using the Tungsten Capture / Tungsten Transformation Module Wizards

- 1 Confirm the Tungsten Capture 11.0 / 11.0.1.1 / 11.1 & Tungsten Transformation Module (KTM) 6.4 / 7.0 / 7.1 & RTTI 2.2 & Tungsten Analytics for Capture (KAFC) 2.0 / 2.1 environment information and configuration:
  - Computer names for the Tungsten Capture Server (running Tungsten Capture service, includes licensing service), Database Server, Tungsten Capture Module Server, Tungsten Capture Network Server and /or Tungsten Capture Remote Site(s).
  - Computer names for the Tungsten Transformation Modules Server (running KTM services) and KTM Statistics Database Server.
  - File Folder Cache and/or Replication file paths (Local or UNC naming) and proper access. Test access using Windows Explorer from the Tungsten Monitor Server.
  - KCE Error Logs file path (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server.
  - KTM Error Logs file path (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server. Note: There is not a default share for the default KTM error log location (\Documents and Settings\All Users\Application Data\Kofax\Capture\Local\Logs); it must be created on a new KCE server where KTM is installed.
  - The KTM error log search assumes a daily log file name in the format of KTM\_yyyymmdd.txt.
  - KAFC Error Logs file paths (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server. The default local path is the C:\Temp directory on the IIS server running the event listener. The KAFC Workflow Agent Error Log default local path is the C:\ProgramData\Kofax\CaptureSV\Logs\KofaxAnalytics directory on the KC /KTM server.
  - KAFC Insight Error Logs file paths (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server. The KAFC Insight Log default local path is the C:\Temp\Insight\_X.Y.Z directory on the KAFC Insight server where X.Y.Z is the Insight version and release number.
  - If KAFC is using an Oracle database, the schema name of the KAFC database as KAFC creates the Oracle database with case-sensitivity. This may not be necessary if using public synonyms to query KAFC data, check with your DBA for specific details.
  - File path to ACConfig.xml file (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server.
  - The Windows ID and Windows Password used for the above file paths must also be a local user on the Tungsten Monitor Server. This is needed for windows impersonation to work correctly. This is also required for the Windows Event log based tests – the same windows userid and password must reside on both the Tungsten Monitor Server and the KC / KTM / KAFC server.
  - URL of the KCN server main web page
  - WMI access to the Tungsten Capture Server. Verify access by using the Windows Event Viewer and “connect to another computer” under action selection on File menu. Successful access will allow browsing of a windows event log on the remote computer.
  - SNMP access to the Module Server / Workstations. Verify access by using a MIB browser to connect to the remote computer (standard remote SNMP port is 161 and community string of public) and read the module names from the Tungsten Capture MIB located at OID 1.3.6.1.4.1.21812.3.1.1.1.2.2.1.2. Successful access will allow browsing of the MIB values on the remote computer. The Tungsten Capture MIB default location is directory <Tungsten capture installation path>\Kofax\Capture\Source\Sample Projects\Monitor.
  - Proper authentication (userid and password) for the database provider (SQL Server, Oracle, or DB2) hosting the Tungsten ACSystem database.
  - Proper authentication (userid and password) for the database provider (SQL Server) hosting the KTM Statistics database and KCS reporting/monitoring databases. If using MS Access for the KTM Statistics Database, have UNC path to database .mdb file.
  - Proper authentication (userid and password) for the database provider (SQL Server or Oracle) hosting the KAFC admin, data, meta, and reporting databases.
  - If using Oracle or DB2 as the Tungsten database provider for KCE 11, appropriate Oracle or DB2 clients (at release levels supported by Tungsten Capture) installed on the Tungsten Monitor Server to create an ODBC connection to the Tungsten Capture database.

- For testing Email Import Connector, the IMAP mail server host name:port, email userid and password. SSL is supported for the IMAP connection.
- If testing the Web Service Import Connector, file path to SrvConfig.xml file (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server.
- The Capture Licensing, 'Backup License Server available' test will not work with the license server installed by default with KCE 11. It will work with SAL (Stand Alone License) based license servers.
- For Capture Metrics tests using SNMP gathered information (such as attended and unattended modules processing work too slow), Tungsten modules must be running as a service or application for the requested SNMP MIB completed batch value to be available. If the modules are not running, the completed batch value will be 0. If a Tungsten module is not running, the Tungsten Capture monitor will alert when using a typical Tungsten Capture monitor configuration. Use the Tungsten Monitor schedule capability to control monitor or test operation periods.
- A default set of KC/KTM Dashboard Metrics can be installed as documented in the *Tungsten Monitor 8.3.0 Installation and Setup Guide, Installing Dashboard Metrics*
- For Capture Metrics tests, if planning to use Batch Field Names / Batch Field Names Values during test configuration, all batches must have the "Store batches in SQL Server" option set for the databases. Batch information must be stored in a SQL Server, DB2, or Oracle database.
- If **not** using the Tungsten Standard Database, create an ODBC System DSN connection from the Tungsten Monitor Server to the Tungsten ACSysSystem database. For KCE 10, use the appropriate native ODBC driver for the Tungsten Capture database provider if not using SQL Server.



- If using the Tungsten Standard Database, select the preexisting "TungstenCaptureStandardDB" for both the ODBC DSN and the credentials for these Tungsten Capture Resource tests using SQL:
  - Database - Tungsten Capture Database is responding to query (KCE 11)
  - Capture Metrics - All tests (KCE 11)
  - Remote Site - All tests (KCE 11)
- If using RTTI, access to the RTTI performance counters requires an account with local administrator rights on the KTM / RTTI server.
- For KAFC login tests, only windows authentication is supported for:
  - KAFC event listener login (KC authorized user)
  - KAFC data service login (KAFC Insight authorized user)
  - KAFC Insight dashboard login (KAFC Insight authorized user)

## Using the Tungsten TotalAgility Wizard

Confirm the Tungsten TotalAgility (KTA) 7.9 – 8.0 environment information and configuration:

- Proper authentication (userid and password) for the database provider (SQL Server) hosting the KTA TotalAgility, TotalAgility\_Documents, TotalAgility\_Staging, TotalAgility\_Reporting, TotalAgility\_Reporting\_Staging, and TotalAgility\_Simulator databases.
- Proper authentication (userid and password) for the SQL server database provider hosting the Tungsten TotalAgility databases.
- A Windows account with local administrator access rights to the KTA server for accessing the KTA windows event logs.
- KTA Log file paths (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server. The KTA Reporting Log default local path is the C:\ProgramData\Kofax\TotalAgility\Reporting\Log directory on the KTA server.
- The Windows account used for the above file paths must also be a local user on the Tungsten Monitor Server. This is needed for windows impersonation to work correctly. This is also required for the Windows Event log based tests – the same windows userid and password must reside on both the Tungsten Monitor Server and the KTA server.
- A Windows account with local administrator access rights to the KTA server for accessing the KTA windows performance counters.
- For the KTA import connector folder, the import folder path (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server.
- KTA archive folder path (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server.
- For the KTA import email server, the email server IMAP or POP3 access information.
- For the KTA SMTP function, SMTP port number.
- URL's and ports of the KTA import and monitor wsdl's and their web services
- Authorized Tungsten user account for KTA web service access
- SSL is supported for KTA import and monitor wsdl web services access. See KTA documentation for SSL setup information.
- For KTA login tests, note the below required authentication method:
  - KTA Workplace login (KTA authorized windows user)
  - KTA Designer login (KTA authorized windows user)
  - KTA Device Manager login (KTA authorized windows user)
  - KTA SDK login (KTA application user)

## Using the Tungsten VRS Elite Wizard

Confirm the Tungsten VRS environment information and configuration:

- Computer names for the each VRS workstation running VRS Elite 5.2 / 5.3
- SNMP access to the VRS workstations. Verify access by using a MIB browser to connect to the remote computer (standard remote SNMP port is 161 and community string of public) and read the device health VRS MIB located at OID 1.3.6.1.4.1.21812.3.4.1. Successful access will allow browsing of the device health MIB values on the remote computer. The VRS device health MIB default location is directory <Media>\configuration.
- During the scheduled Tungsten VRS monitor operation, an active scanning environment is updating the device health VRS MIB values for each VRS workstation. If a scanner is not connected or actively scanning, the VRS monitor will alert when using a typical VRS monitor configuration. Use the Tungsten Monitor schedule capability to control monitor or test operation periods.
- VRS Dashboard Metrics are required for proper operation of the VRS monitor. A default set of VRS Dashboard Metrics can be installed as documented in the *Tungsten Monitor 8.3.0 Installation and Setup Guide, Installing Dashboard Metrics*

## Using the Tungsten Communications Server Wizard

Confirm the Tungsten Communications Server (KCS) environment information and configuration:

- Computer names for each KCS server running KCS version 10.4 - 10.5.
- WMI access to the KCS Server. Verify access by using the Windows Event Viewer and “connect to another computer” under action selection on File menu. Successful access will allow browsing of a windows event log on the remote computer.
- KCS wizard tests for the KCS Tandem Server operation require the appropriate KCS Tandem Server environment. See the KCS documentation for KCS Tandem Server requirements and configuration.
- A configured KCS monitoring application on a KCS server. See the *KCS Monitoring Configuration 9 Manual for more information*. The following URL (if using default port and no ssl) should return the web service wsdl namespace in a browser – <http://<kcs server>:8001/KCSMonitoring/WSServer?wsdl>
- Create required ODBC System DSN connections from the Tungsten Monitor Server to the KCS SQL Server databases- KCS monitoring, TC/Report, and TC/Probe.
- During the scheduled Tungsten KCS monitor operation, many WMI based tests are used within a typical KCS monitor. WMI requires the appropriate network bandwidth to provide optimum KCS monitor operation. Use the Tungsten Monitor schedule capability to control monitor or test operation periods.
- KCS Dashboard Metrics are available for the KCS monitor. A default set of KCS Dashboard Metrics can be installed as documented in the *Tungsten Monitor 8.3.0 Installation and Setup Guide, Installing Dashboard Metrics*

## Using the Tungsten Front Office Server Wizard

Confirm the Tungsten Front Office Server (KFS) environment information and configuration:

- Computer names for the each KFS servers running KFS version 4.3.
- WMI access to the KFS Server. Verify access by using the Windows Event Viewer and “connect to another computer” under action selection on File menu. Successful access will allow browsing of a windows event log on the remote computer.
- Create required ODBC System DSN connections from the Tungsten Monitor Server to the KFS Server database. If using the KFS native SQL Express database, connect using SQL userid of ‘StatsMgr’ and password ‘Tungsten123’.
- KFS 4.3 File Share file path (Local or UNC naming) – default is to C:\Documents and Settings\All Users\Application Data\Kofax\CaptureSV\KFS4.0\Config. Test access using Windows Explorer from the Tungsten Monitor Server.
- KFS 4.3 Logs file path (Local or UNC naming) – default is C:\ProgramData\Kofax\Front Office Server\Log directory. Test access using Windows Explorer from the Tungsten Monitor Server.
- KFS 4.3 Release Error file path (Local or UNC naming) – default is C:\Documents and Settings\All Users\Application Data\Kofax\CaptureSV\KFS4.0\ReleaseError. Test access using Windows Explorer from the Tungsten Monitor Server.
- The Windows ID and Windows Password used for the above file paths must also be a local user on the Tungsten Monitor Server. This is needed for windows impersonation to work correctly. This is also required for the Windows Event log based tests – the same windows userid and password must reside on both the Tungsten Monitor Server and the KFS server.
- URL of the KFS Admin client web page
- URL of the KFS Thin client web page
- MFP devices configured within KFS
- Authorized Tungsten user account for KFS web service access
- SSL is supported for KFS server web page and KFS server metric tests.
- KFS Dashboard Metrics are available for the KFS monitor. A default set of KFS Dashboard Metrics can be installed as documented in the *Tungsten Monitor 8.3.0 Installation and Setup Guide, Installing Dashboard Metrics*



## Using the Tungsten Front Office Server MFP Wizard

Confirm the Tungsten Front Office Server (KFS) MFP device environment information and configuration:

- Verify SNMP access to the KFS defined MFP devices. Verify access by using a MIB browser from the Tungsten Monitor server to connect to the MFP device (standard remote SNMP port is 161 and community string of public) and read the device status (standard MIB) located at OID 1.3.6.1.2.1.25.3.2.1.5.1 (standard MIB, RFC1514). Successful access should allow browsing of the MIB values on the MFP device.
- SSL is supported for KFS server access, not MFP device access.
- The MFP Scanner tests are MFP device dependent and **requires configuration** of the MFPdeviceconfig.xml file located in the <KM installation path>\Reveille\Web\ReveilleTests\Kofax directory. Refer to the MFP device manufacturer information for available MIB OID definitions.

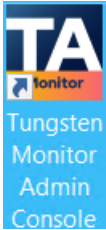
## Using the Tungsten Import Connector Wizard

Confirm the Tungsten Import Connector (KIC) environment information and configuration:

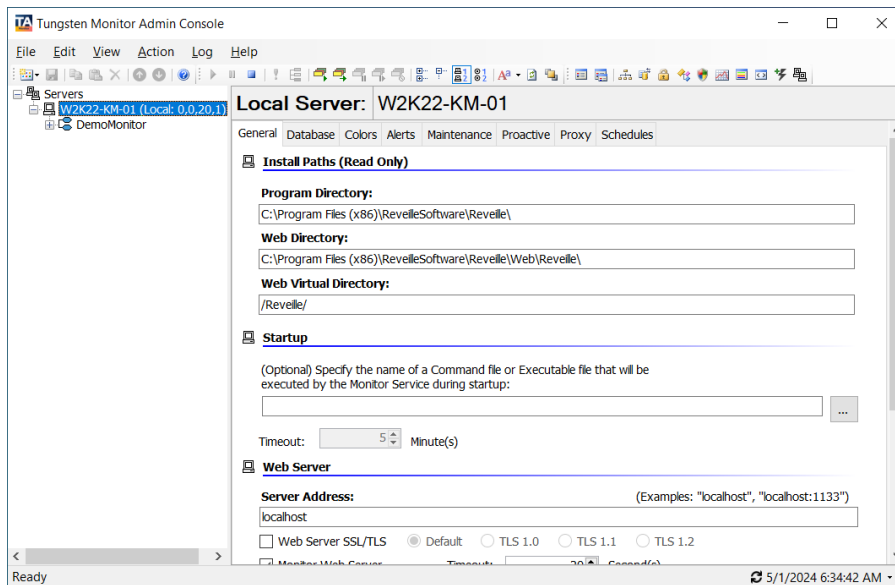
- Computer names for the each KIC related servers running KIC version 2.9 – 2.11
- WMI access to the KIC Server. Verify access by using the Windows Event Viewer and “connect to another computer” under action selection on File menu. Successful access will allow browsing of a windows event log on the remote computer.
- KIC Logs file path (Local or UNC naming) – default is C:\Documents and Settings\All Users\Application Data\Kofax\KIC-ED directory. Test access using Windows Explorer from the Tungsten Monitor Server.
- KIC archive folder path (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server.
- The Windows ID and Windows Password used for the above file paths must also be a local user on the Tungsten Monitor Server. This is needed for windows impersonation to work correctly. This is also required for the Windows Event log based tests – the same windows userid and password must reside on both the Tungsten Monitor Server and the KIC server.
- If testing KIC import folder, the import folder path (Local or UNC naming). Test access using Windows Explorer from the Tungsten Monitor Server.
- If testing KIC import email server, the email server IMAP or POP3 access information.
- If testing KIC SMTP function, SMTP port number.
- URL's and ports of the KIC import and monitor wsdl's and web services
- URL and ports of the KIC Plug-In web service
- Authorized Tungsten user account for KIC web service access
- SSL is supported for KIC import and monitor wsdl web services access. See KIC documentation for SSL setup information.
- KIC Dashboard Metrics are available for the KIC monitor. A default set of KIC Dashboard Metrics can be installed as documented in the *Tungsten Monitor 8.3.0 Installation and Setup Guide, Installing Dashboard Metrics*

## Starting a Tungsten Monitor Wizard

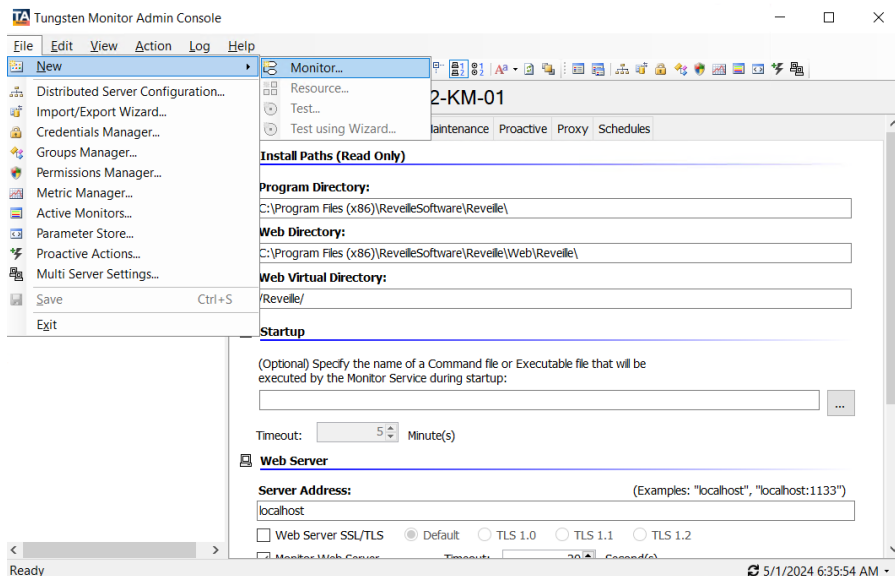
- 1 At the Tungsten Monitor Server, start the Tungsten Monitor Admin Console by clicking the Tungsten Monitor Admin Console icon on the desktop.



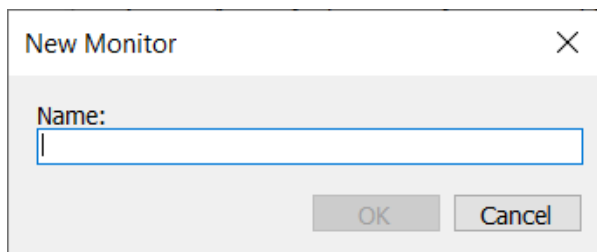
Tungsten Monitor Admin Console is displayed:



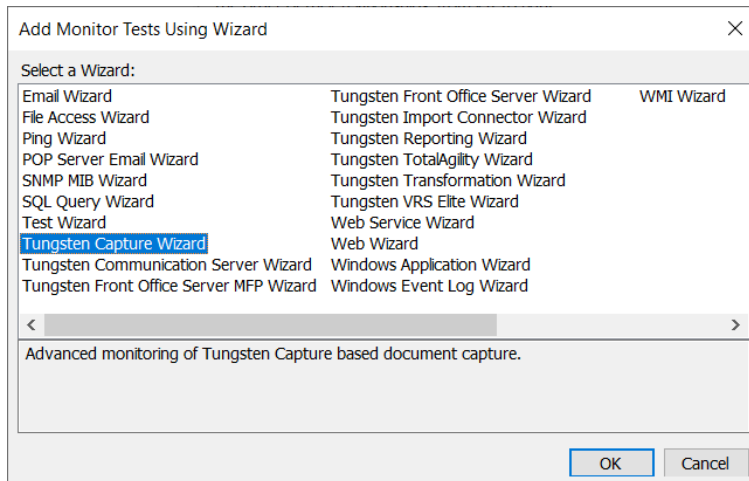
- 2 Select **New > Monitor** from the Tungsten Monitor Admin Console File menu.



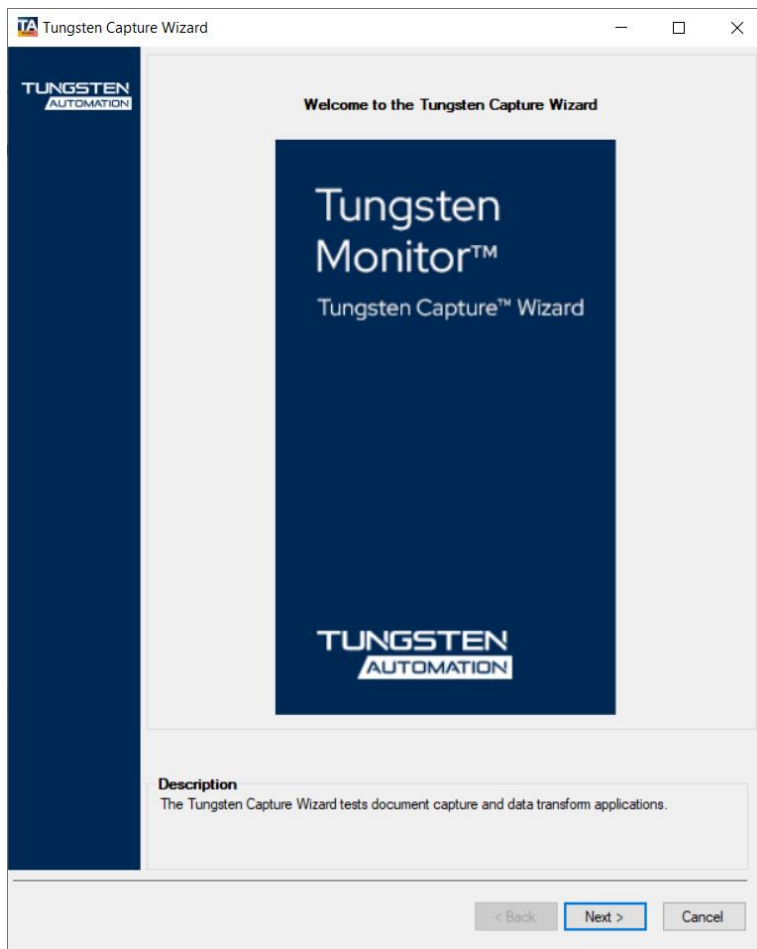
- 3 Enter a valid Tungsten Monitor Name and click **OK**.



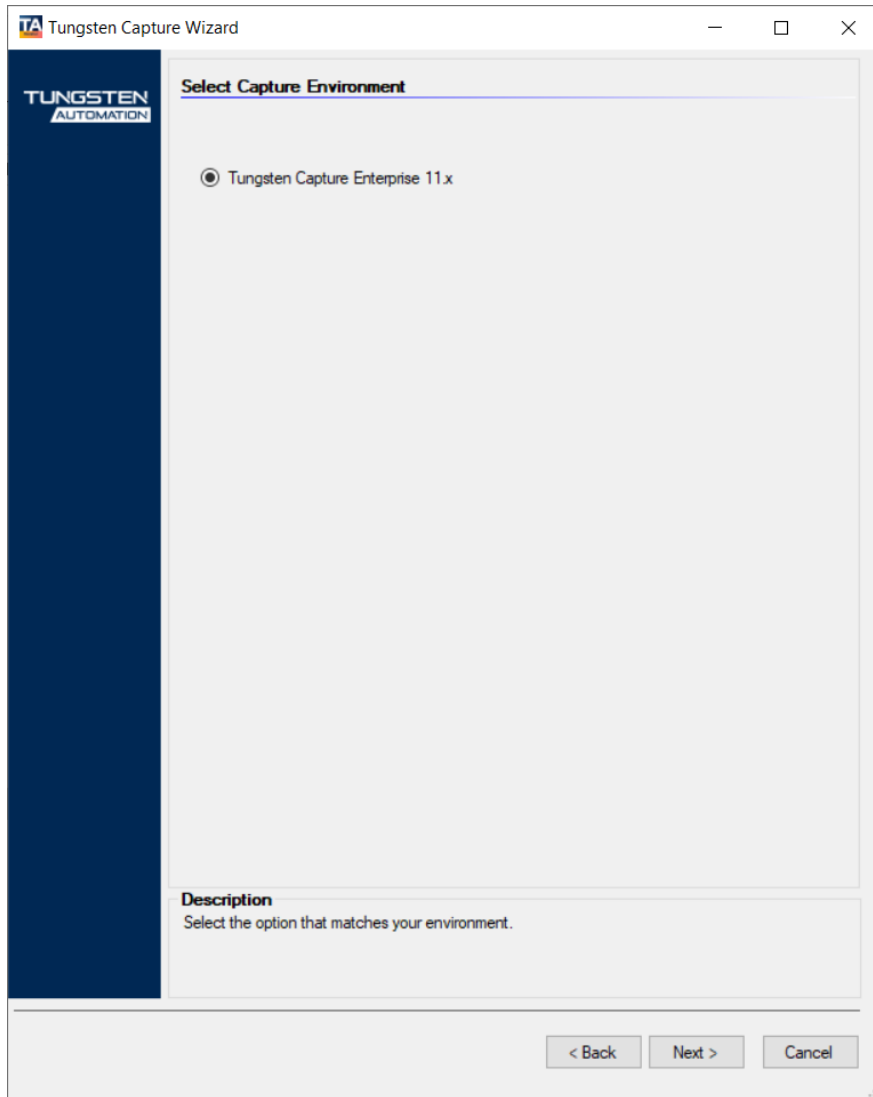
- 4 This example will show the Tungsten Capture Wizard. Select the Tungsten Capture Wizard and click **OK**.



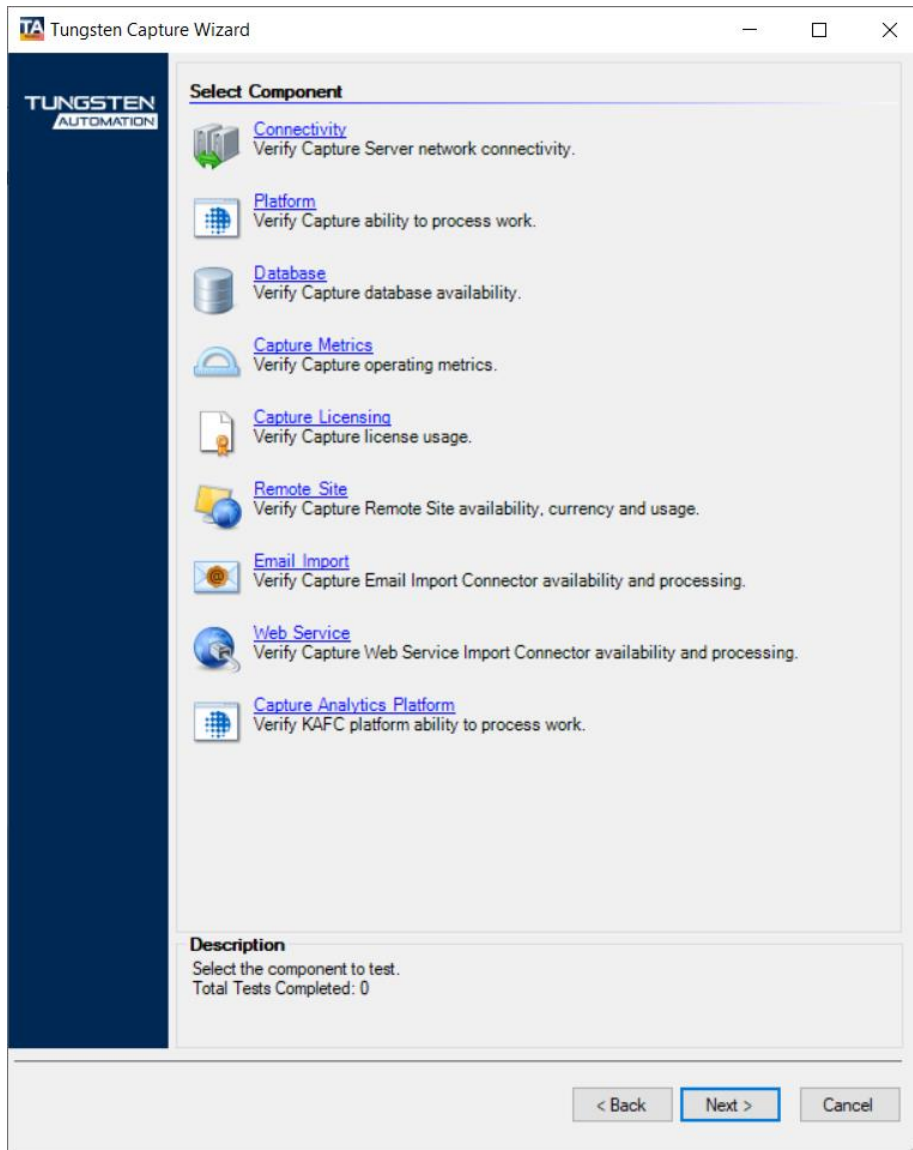
- 5 The main Tungsten Capture Wizard entry panel is displayed. Click **Next**.



**6** Confirm the Tungsten Capture environment and click **Next**.



- 7 The Select Component panel is displayed. Review the next “Using the Tungsten Capture Wizard” section for individual component detailed information.



## Using the Tungsten Capture Wizard

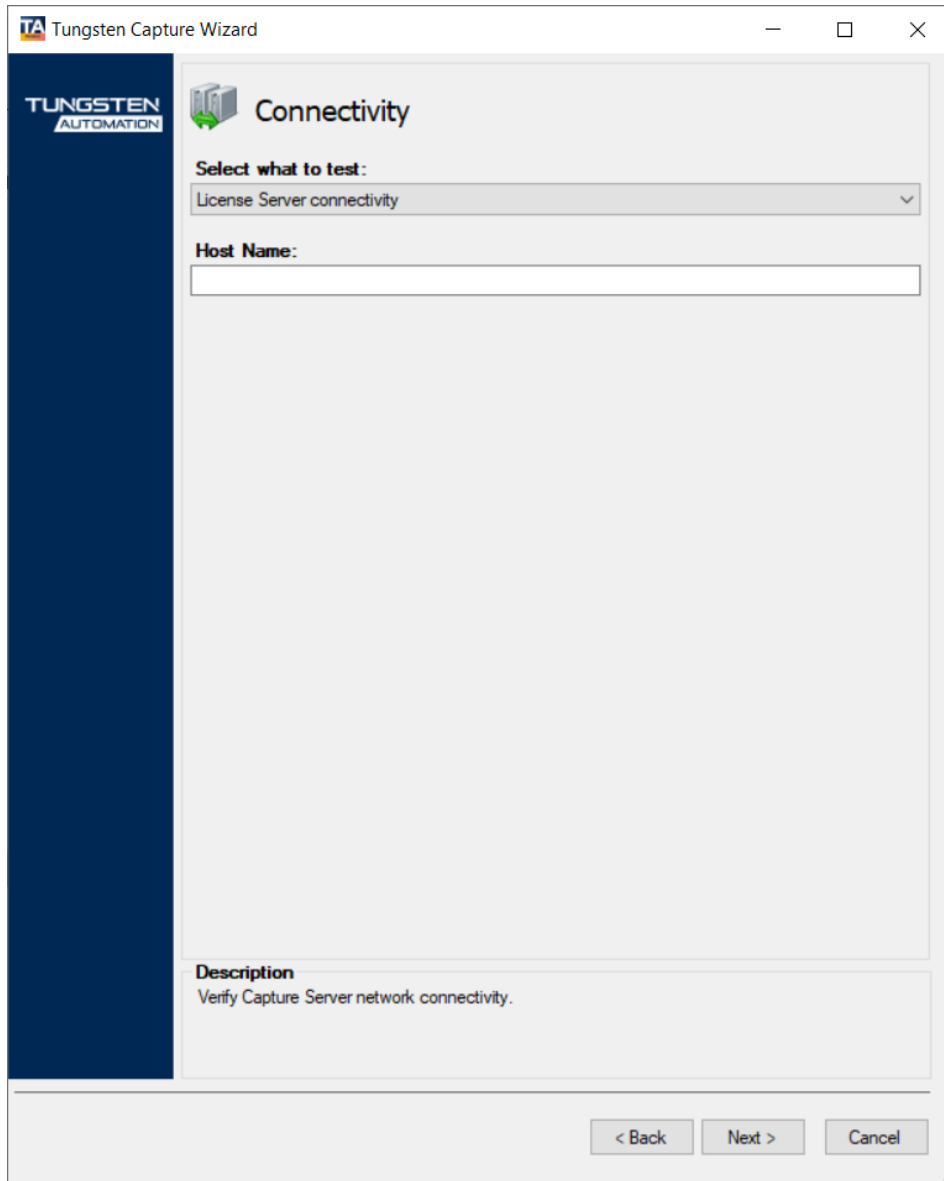
The next sections will step through the options for each individual component of the Tungsten Capture Wizard.

### Connectivity

Tungsten Capture platform machines available:

- License server(s) can be pinged
- Module servers (any host on which a module is running) can be pinged
- Database server can be pinged
- KCN Server can be pinged

- 1 Select the **Connectivity** component.



The screenshot shows the 'Tungsten Capture Wizard' window with the 'Connectivity' tab selected. The window has a dark blue sidebar with the 'TUNGSTEN AUTOMATION' logo. The main area is light gray and contains the following elements:

- Select what to test:** A dropdown menu with 'License Server connectivity' selected.
- Host Name:** A text input field.
- Description:** A text box containing 'Verify Capture Server network connectivity.'
- Navigation buttons:** '< Back', 'Next >', and 'Cancel' buttons at the bottom right.

- 2 Select the appropriate test from the **Select what to test** drop down selection box
- 3 Enter the **Host Name** of the target server. Click **Next**.

**Tungsten Capture Wizard**

**Test Definition**

**Resource Name:**  
Connectivity

**Test Description:**  
Check License Server connectivity at 1xx-111-01

**Expected Response:**  
OK

Timeout: 60 Second(s)

☐ Turn On Debug Messages

**Description**  
Define, Run and Add your Test.  
You can define multiple Tests, and specify the Resource associated with your Test.

< Back   **Next >**   Cancel

- 4 Select **Run Test** to verify the test will run successfully.

**Test Result: Passed**

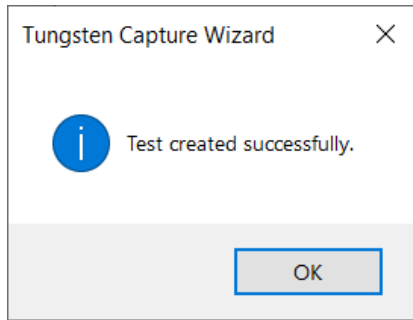
**The Test returned the following result:**

Ping Test OK

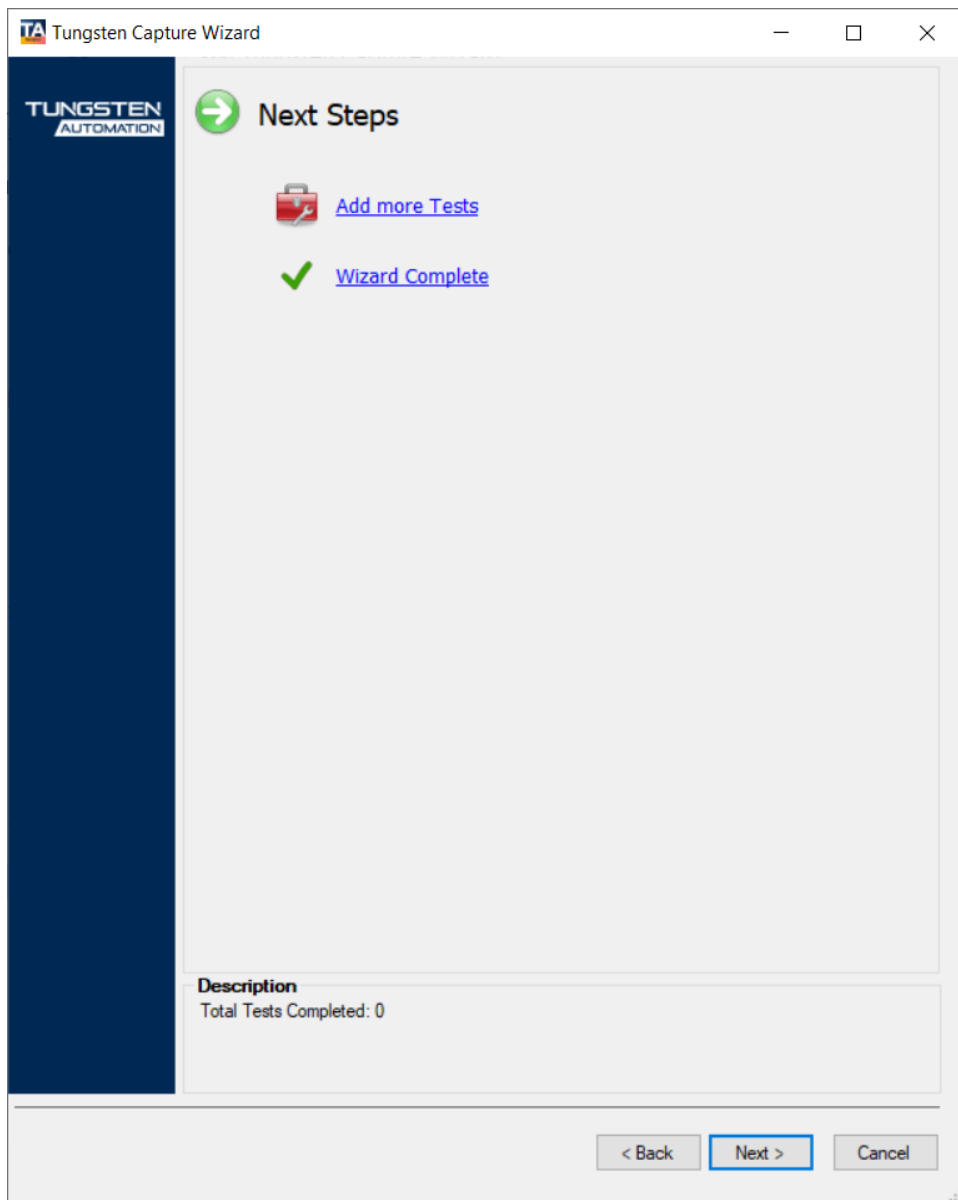
☐ Wrap   ☒ Show HTML   **Close**

- 5 Close the test result window. Select **Add Test** to create the test in the new Tungsten Monitor

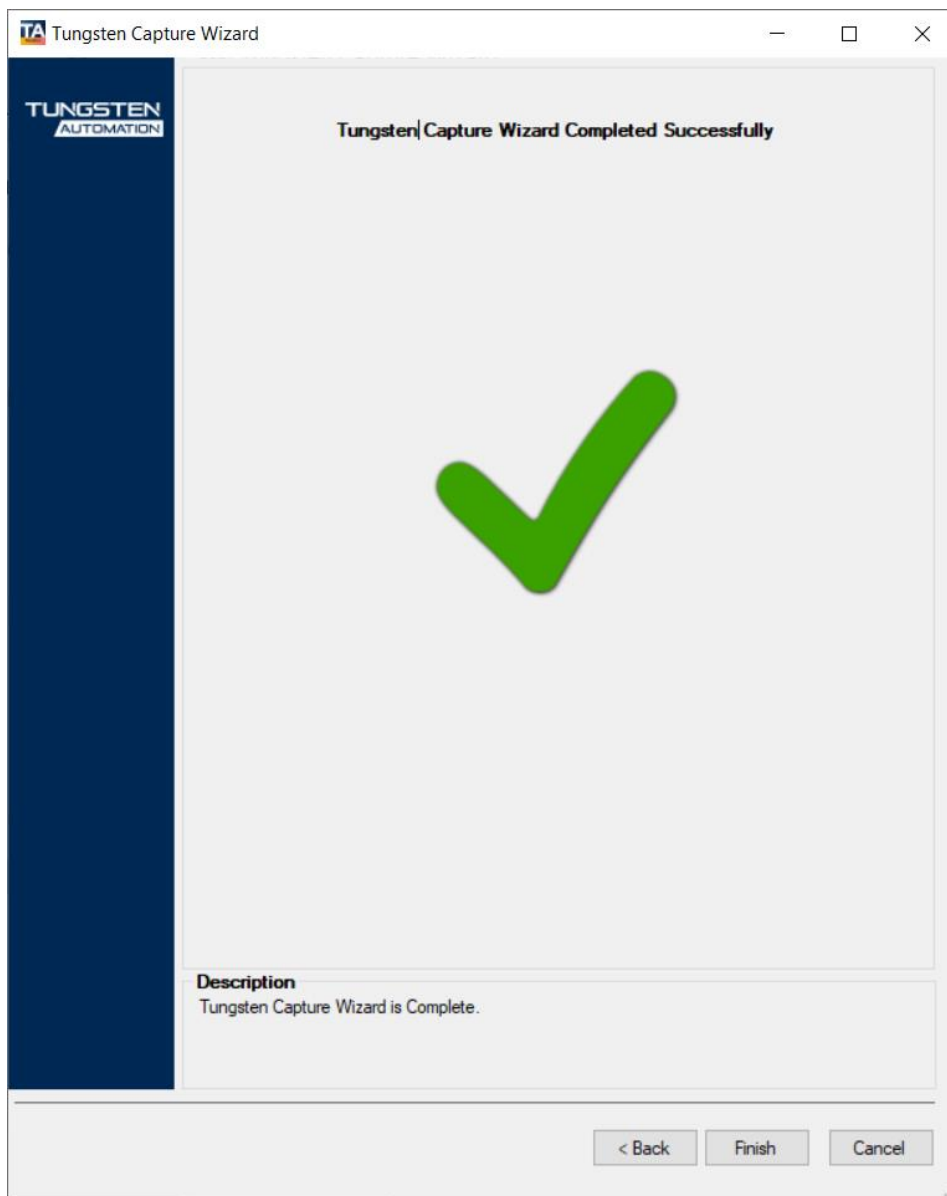




- 6 Click **OK**
- 7 To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.



- 8 Select **Add more Tests** to return to the component selection panel.  
Use this same flow to verify and add individual test for each component.
- 9 When all Tungsten Capture Wizard components are completed, select **Next**.



**10** Select **Finish** to complete the Tungsten Capture Wizard.

The remaining input settings for each Tungsten Capture Wizard component are reviewed in their respective sections.

## Platform

Tungsten Capture platform available to process work:

- License server is responding to license requests
- SNMP is returning MIB counter values for Tungsten Capture
- File folder cache file path is accessible (Local or UNC Path to directory)
- Replication file path is accessible (Local or UNC Path to directory)
- KCNS web server is serving web pages
- Check Tungsten Capture Services
- KCN Service is functioning
- Log files size is too large (Local or UNC Path to files)
- Free disk space is too low

### Free Disk Space is Too Low

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

### Check Tungsten Capture Services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the desired Windows Service. Default values for Tungsten Services are prefilled.

### Log files size is too large (Local or UNC Path to files)

#### Input parameters

**Path:** Browse or enter the file path (UNC share or local file path). Use the wildcard err\*.\* to check size of all error log files.

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value.

### File folder cache file path is accessible (Local or UNC Path to directory)

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Path:** Browse or enter the file path (UNC share or local file path).

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

### KCN Service is functioning

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Configuration File (ACConfig.xml):** Browse or enter the file path (UNC share or local file path) to the ACConfig.xml configuration file.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value.

### KCNS web server is serving web pages

#### Input parameters

**URL:** Enter the URL for the KCN or ACI web server, default format is http://<server name>/acis. Replace the <server name> with the web server name.

**Response:** Default response for the KCNS web page.

### License server is responding to license requests

#### Input parameters

**Configuration File (ACConfig.xml):** Browse or enter the file path (UNC share or local file path) to the ACConfig.xml configuration file.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

### Replication file path is accessible (Local or UNC Path to directory)

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Path:** Browse or enter the file path (UNC share or local file path).

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

### SNMP is returning MIB counter values for Tungsten Capture

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

## Database

Database available:

- Tungsten Capture Database is responding to query (If using Tungsten Standard Database, use preexisting ODBC System DSN and credentials)
- Check database services are running (For Databases on Windows OS)

### Tungsten Capture Database is responding to query

#### Input parameters

**Database Settings:** If using the Tungsten Standard Database, select the “TungstenCaptureStandardDB\_<HostName>” for the ODBC DSN Name and the proper credentials information for the Tungsten Capture Database.

If you are not using the Tungsten Standard Database, enter the correct ODBC DSN Name and authentication information for the Tungsten Capture Database.

**Use Impersonation:** Check if using windows impersonation and not using SQL authentication.

### Check database services are running (on Windows)

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the Database Service.

## Capture Metrics

Operational throughput and exceptions:

- Queue counts are too low or too high
- Batch count for overall system is too high
- Batch time in system is too long
- Un-attended modules are processing work too slowly
- Applications are processing work too slowly
- KCN Server Queue count with 'in progress' status is too high

### Applications are processing work too slowly

#### Input parameters

**Host Name:** Select the network path for the ACConfig.xml file, then select the desired SNMP host name.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

**Time Period:** Number of hours to use for calculating the batch processing rate per hour.

**Threshold:** Enter the appropriate threshold value(s). Note these thresholds are prefilled by reading baseline xml files – see "Configuring Baseline Tungsten Monitor Capture Metrics Thresholds" section for more information.

### Batch count for overall system is too high

#### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

**System Batch Count:** Enter the maximum threshold value for total batches at the Tungsten server.

**Batch Class Options:** If Batch Class Options are selected, complete the Batch Class and Batch Priority selections.

If Batch Field Names are selected, verify the batches are stored in database option by selecting **Verify...(Only for SQL Server)**

Click to verify the configuration setting in the ACConfig.xml file

Select the network path for the ACConfig.xml file

Confirmation message if configuration option is correct

Select the desired Batch Field Name and Values

## Batch time in system is too long

### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

**Ignore These Batch Name Formats:** (Optional) Enter the pattern for a batch name to ignore the batch for the “Batch time in system too long” test. For example, if the batch names are “batch1”, batch2, and batch3, enter “batch” to ignore any batch with the “batchx” pattern. Multiple batch name formats are allowed by entering each individual batch name format on a separate line. Select 'Not' to include the entered batch name formats for the test and ignore other batch name formats.

**Batch Class Options:** If selected, follow the steps as noted in ‘Batch count for overall system is too high’ test.

**Threshold:** Enter the appropriate threshold value (in minutes) indicating how long a batch can be in the Tungsten system.

## Queue counts are too low or too high

### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

**Batch Class Options:** If selected, follow the steps as noted in ‘Batch count for overall system is too high’ test.

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is “public”.

**Threshold:** Enter the appropriate threshold value(s). Note these thresholds are prefilled by reading baseline xml files – see “Configuring Baseline Tungsten Monitor Capture Metrics Thresholds” section for more information.

## Unattended modules are processing work too slowly

### Input parameters

**Host Name:** Select the network path for the ACConfig.xml file, then select the desired SNMP host name.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is “public”.

**Threshold:** Enter the appropriate threshold value(s). Note these thresholds are prefilled by reading baseline xml files – see “Configuring Baseline Tungsten Monitor Capture Metrics Thresholds” section for more information.

## KCN Server Queue count with 'in progress' status is too high

### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

**Batch Class Options:** If selected, follow the steps as noted in 'Batch count for overall system is too high' test.

**Threshold:** Enter the appropriate threshold value (in minutes) indicating how long a batch can have status of 'in progress' state.



## Capture Licensing

License usage:

- Volume licenses available page count is too low
- Number of station licenses in use is too high
- Backup License Server is available

### Volume licenses available page count is too low

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Threshold:** Enter the appropriate threshold value for each volume license type

### Number of stations in use is too high

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Threshold:** Enter the appropriate threshold value for each station license type

### Backup license server is available

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the backup license server.

## Remote Site

Remote Site Availability, Currency and Processing:

- Remote Site can be pinged
- Remote site has checked in near the time it was expected based on the synchronization settings (If using Tungsten Standard Database, use preexisting ODBC System DSN and credentials)
- Remote site has successfully downloaded batch classes within the configured polling interval (If using Tungsten Standard Database, use preexisting ODBC System DSN and credentials)
- Remote Site Batch count is too high

### Remote Site can be pinged

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

### Remote site checks in based on the synchronization settings

#### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

### Remote site has successfully downloaded batch classes within the configured polling interval

#### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

### Remote Site batch count for overall system is too high

#### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

**Batch Class Option:** Select if using Batch Class Filtering. If selected, the test will not use SNMP protocol and will use the ODBC database connection. Batch Class Filtering is not available with SNMP protocol.

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

**System Batch Count:** Enter the maximum threshold value for total batches for the remote site.

**Batch Class Options:** If Batch Class Options are selected, complete the Batch Class and Batch Priority selections.

If Batch Field Names are selected, verify the batches are stored in database option by selecting **Verify...(Only for SQL Server)**

Click to verify the configuration setting in the ACConfig.xml file

Select the network path for the ACConfig.xml file

Confirmation message if configuration option is correct

Select the desired Batch Field Name and Values

## Email Import Connector

Email server availability, currency, and processing:

- Ping Email server
- Import Connector Email Service is running
- Check Mail Box for number of items

### Ping Email server

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

### Import Connector Email Service is running

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the desired Windows Service. Default values for Tungsten Services are prefilled.

### Check Mail Box for number of items

#### Input parameters

**IMAP Mail Server:** Enter the Host Name or IP Address of the IMAP v4 Mail Server, such as the exchange server. If using a nonstandard port (143 is default), use the format "my.mailserver.com:234"

**Credentials:** Enter the authentication information for the email mailbox.

**Mail Folder:** Select the appropriate mail folder used by the Web Service Import Connector. The mail folder is required to count the number of mail items.

**Threshold:** Enter the appropriate threshold value.

**Use SSL:** Check if using SSL connection. Indicated the proper SSL port number on the IMAP Mail Server.

## Web Services Import Connector

Web Service availability, currency, and processing:

- Ping Web Service Server
- Import Connector Web Services is responding
- Import Connector Web Services is running
- Number of XML error files in \Error directory

### Ping Web Service server

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

### Import Connector Web Service is responding

#### Input parameters

**Configuration File (SrvConfig.xml):** Browse or enter the file path (UNC share or local file path) to the SrvConfig.xml configuration file.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value.

### Import Connector Web Service is running

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the Import Connector Web Service. Default values for Tungsten Services are prefilled.

### Number of XML error files in \Error directory

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Path:** Browse or enter the file path (UNC share or local file path). Use the wildcard err\*.\* to check size of all error log files.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value.

## Capture Analytics Platform (KAFC)

KAFC platform available to process work:

- Event Listener Login
- Event Listener Processing
- Event Listener Error Log
- Event Listener Job Queue Latency
- Workflow Agent Error Log
- Data Service Available
- Databases Available
- Database Synchronization
- Insight Platform Services
- Insight Failed Execution Plans
- Insight Logs
- Insight Dashboard Login

### Check Event Listener Login

#### Input parameters

**Server:** Enter the Host Name or IP Address and port of the target computer running the KAFC event listener.

**Credentials:** Enter the KAFC windows authentication information for the target computer running the KAFC event listener.

**Use SSL (optional):** Check if using SSL connection.

### Check Event Listener Processing Currency

#### Input parameters

**Server:** Enter the Host Name or IP Address of the target server running the KAFC event listener.

**Database Settings:** Enter or select the Database Provider for the KAFC staging database, ODBC DSN Name, Schema name (optional if Oracle database), and database authentication information.

**Threshold:** Enter or select the appropriate threshold value.

### Check Event Listener Error Log Error Count

#### Input parameters

**Server:** Enter the Host Name or IP Address of the target computer running the KAFC event listener.

**Path:** Browse or enter the file path (UNC share or local file path). The KAFC Event Listener Error Log default local path is the C:\Temp directory on the IIS server running the event listener.

**Check errors logged within the last:** Select or enter the appropriate number of minutes.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the appropriate threshold value for the number of errors in the log file.

## Check Event Listener Job Queue Latency

### Input parameters

**Server:** Enter the Host Name or IP Address of the target computer running the KAFC event listener.

**Database Settings:** Enter or select the Database Provider for the KAFC staging database, ODBC DSN Name, Schema name (optional if Oracle database), and database authentication information.

**Threshold:** Enter or select the appropriate threshold value.

## Check Workflow Agent Error Log Error Count

### Input parameters

**Server:** Enter the Host Name or IP Address of the target computer running the KAFC event listener.

**Path:** Browse or enter the file path (UNC share or local file path). The KAFC Workflow Agent Error Log default local path is the C:\ProgramData\Kofax\CaptureSV\Logs\KofaxAnalytics directory on the KC /KTM server.

**Check errors logged within the last:** Select or enter the appropriate number of minutes.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the appropriate threshold value for the number of errors in the log file.

## Check Data Service Available

### Input parameters

**Server:** Enter the Host Name or IP Address and port of the target computer running the KAFC event listener.

**Credentials:** Enter the KAFC authentication information for the target computer running the KAFC event listener. The account should be a KAFC Insight authorized user.

**Use SSL (optional):** Check if using SSL connection.

## Check KAFC Admin Database

### Input parameters

**Database Settings:** Enter or select the Database Provider for the KAFC admin database, ODBC DSN Name and database authentication information.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

## Check KAFC Data Database

### Input parameters

**Database Settings:** Enter or select the Database Provider for the KAFC data database, ODBC DSN Name and database authentication information.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

## Check KAFC Meta Database

### Input parameters

**Database Settings:** Enter or select the Database Provider for the KAFC meta database, ODBC DSN Name and database authentication information.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

## Check KAFC Staging Database

### Input parameters

**Database Settings:** Enter or select the Database Provider for the KAFC staging database, ODBC DSN Name and database authentication information.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

## Check KAFC Database Synchronization

### Input parameters

**Server:** Enter the Host Name or IP Address of the target server running the KAFC event listener.

**Database Settings:** Enter or select the Database Provider for the indicated database, ODBC DSN Name, Schema name (optional if KAFC is using Oracle database), and database authentication information.

**Name:** Enter the individual database name for the KC database, KAFC staging database, and KAFC data database.

**Threshold:** Select or enter the appropriate threshold value for the synchronization difference.

## Check Insight Platform Services

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the Insight server.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the desired Windows Service. Default values for KAFC Services are prefilled.

## Check Insight Failed Execution Plans

### Input parameters

**Server:** Enter the Host Name or IP Address of the Insight server.

**Database Settings:** Enter or select the Database Provider for the KAFC Data database, ODBC DSN Name, Schema name (optional if Oracle database), and database authentication information.

**Name:** Enter the database name for the KAFC Data database.

**Threshold:** Select or enter the appropriate threshold value for the synchronization difference.

## Check Insight Log Files Error Count

### Input parameters

**Server:** Enter the Host Name or IP Address of the Insight server.

**Path:** Browse or enter the file path (UNC share or local file path). The KAFC Insight Log default local path is the C:\Temp\Insight\_X.Y.Z directory on the KAFC Insight server where X.Y.Z is the Insight version and release number.

**Check errors logged within the last:** Select or enter the appropriate number of minutes.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the appropriate threshold value for the number of errors in the log file.



## Check Insight Dashboard Login

### Input parameters

**Server:** Enter the Host Name or IP Address and port of the Insight server.

**Credentials:** Enter the KAFC Insight authentication information for the target computer running the KAFC event listener. The account should be a KAFC Insight authorized user.

**Use SSL (optional):** Check if using SSL connection.

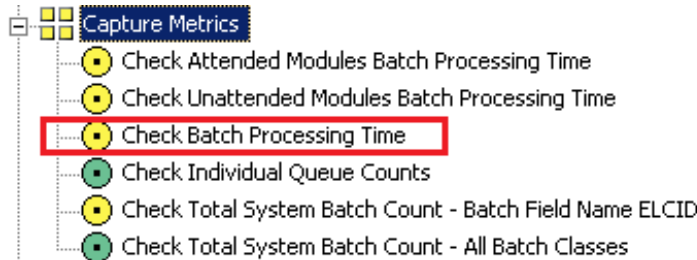
**KAFC 2.0 or above:** Check if using KAFC 2.0 or above.

## Updating Tungsten Capture or Tungsten Transformation Test Thresholds

Once a Tungsten Monitor has been created the capture metric or transformation modules test thresholds can be updated using the Tungsten Monitor Admin Console. The threshold data is kept in the POST data field of the individual test URL. **Note:** Metric evaluations override test threshold evaluations.

Example for capture metrics test thresholds:

- 1 To update the thresholds for the test checking attended applications processing, select the test in the left pane of the Tungsten Monitor Admin Console:



- 2 Then select the edit button for the POST data field on the general tab in the right pane of the Tungsten Monitor Admin Console.

The screenshot shows the right pane of the Tungsten Monitor Admin Console for the test 'Check Batch Processing Time'. The 'General' tab is selected. The 'Test Settings' section includes fields for 'Description', 'URL', 'POST Data', 'HTTP Headers', 'Response', 'Response Timeout (seconds)', 'Credentials', and 'Test Number / Run Order'. The 'POST Data' field contains the text 'BatchTime=1440&Ignore1=8&Not=8&Metric=Kofax.KC.Server.BatchAgeCount&SiteName=IX-90-001'. A red box highlights the edit button (a blue arrow icon) next to the 'POST Data' field.

Edit the values as appropriate and click **OK**

Edit POST Data

	Encode	Parameter	Value
▶	<input checked="" type="checkbox"/>	BatchTime	1440
	<input type="checkbox"/>	Ignore1	
	<input type="checkbox"/>	Not	
	<input type="checkbox"/>	Metric	Kofax.KC.Server.BatchAgeCount
	<input type="checkbox"/>	SiteName	KX-90-001
*	<input type="checkbox"/>		

Toggle Encode OK Cancel

# Configuring Baseline Tungsten Monitor Capture Metrics Test Base Thresholds

There are 3 configuration files that can be optionally modified for setting baseline Capture Metrics thresholds. These files are read by the Tungsten Monitor Wizard to display the initial threshold values for the specific Capture Metric test. Once the Capture Metric component test is created by the Tungsten Monitor wizard, use the Tungsten Monitor Admin Console to change the threshold value.

*Note:* The initial settings include entries for the installed KCE modules except for custom queues with KCE 10.0 / 11.0 / 11.1 (QueueConfig.xml). While the SNMP OIDs for the standard modules are fixed, the OIDs for custom modules are dependent on the order in which there were installed. The OIDs all have this pattern: 1.3.6.1.4.1.21812.3.1.1.1.2.2.1.5.n where n is the primary key in the Processes table. The OIDs for custom modules can be obtained by walking the SNMP Queue Table using a MIB Browser. Then update the QueueConfig.xml or created "Check Individual Queue Counts" test as appropriate.

The files are located in the

C:\Program Files\ReveilleSoftware\Reveille\Web\ReveilleTests\Kofax directory for a default installation. The files are:

- ApplicationConfig.xml
- ModuleConfig.xml
- QueueConfig.xml

## ApplicationConfig.xml

This file is used by the Check Attended Applications Batch Processing Time test.

### Application Configuration File

This .xml file contains the Tungsten site list with attended module names and individual processing thresholds. The SiteID and expected batch throughput per hour (KM 7.x/8 - batchtimekpi) value for each attended module should be updated as appropriate. The **Check Attended Applications Batch Processing Time** test will error if:

KM 7.x/8 - the actual batch throughput per time period **is below** the threshold batch throughput per time period for a module.

### File Contents

```
<Tungsten>
  <site>
    <siteID>1</siteID>
    <module>
      <name>Verification</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
    <module>
      <name>Quality Control</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
    <module>
      <name>Validation</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
    <module>
      <name>Scan</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
  </site>
</Tungsten>
```

## ModuleConfig.xml

This file is used by the Check Unattended Modules Batch Processing Time test.

### Module Configuration File

This .xml file contains Tungsten unattended module names and individual processing thresholds. The expected average processing time for a batch in seconds or expected batch throughput per hour ( KM 7.x/8- batchtimekpi) value for each unattended module should be updated as appropriate. The **Check Unattended Modules Batch Processing Time** test will error if the actual average batch processing time **is above** the threshold average batch processing time for a module.

KM 7.x/8 - the actual batch throughput per time period **is below** the threshold batch throughput per time period for a module.

### File Contents

```
<Tungsten>
  <module>
    <name>Export</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>KCN Server</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>KCN Service</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>Recognition Server</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>OCR Full Text</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>PDF Generator</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>Scripted Export</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>Xtrata Server</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
</Tungsten>
```

## QueueConfig.xml

This file is used by the Check Individual Queue Counts test.

### Queue Configuration File

This .xml file contains contain the Tungsten module name list, SNMP MIB OID number, and individual processing thresholds. The expected low and high queue thresholds for batches waiting for processing

(lowqueue & highqueue) values for each module should be updated as appropriate. The **Check Individual Queue Counts** test will error if the waiting batch queue level for a module is **not within** the threshold low and high batch queue level range.

## File Contents

```
<Tungsten>
  <module>
    <name>Scan</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.1</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>Quality Control</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.2</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>Recognition Server</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.3</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>Validation</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.4</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>Verification</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.5</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>OCR Full Text</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.6</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>Release</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.7</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>Batch Manager</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.8</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>PDF Generator</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.14999</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>KCN Server</name>
    <oid>1.3.6.1.4.1.21812.3.1.1.1.2.2.2.1.5.15000</oid>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
</Tungsten>
```

# Using the Tungsten Transformation Wizard

The next sections will step through the options for each individual component of the Tungsten Transformation Wizard.

## Connectivity

KTM platform machines available:

- KTM Module servers (any host on which a module is running) can be pinged
  - KTM Statistics Database server can be pinged
- 1 Select the **Connectivity** component.
  - 2 Select the appropriate test from the **Select what to test** drop down selection box
  - 3 Enter the **Host Name** of the target server. Click **Next**.
  - 4 Select **Run Test** to verify the test will run successfully.
  - 5 Close the test result window. Select **Add Test** to create the test in the new Tungsten Transformation Modules Monitor.
  - 6 Click **OK**
  - 7 To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
  - 8 Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
  - 9 When all Tungsten Transformation Modules Wizard components are completed, select **Next**.
  - 10 Select **Finish** to complete the Tungsten Transformation Modules Wizard. The remaining input settings for each Tungsten Transformation Modules Wizard component are reviewed in their respective sections.

## Platform

KTM platform available to process work:

- Check KTM Services
- Check KTM Windows Event Log messages
- KTM Log files size is too large (Local or UNC Path to files)
- KTM Search Daily Log File
- KTM Server Free disk space is too low

### KTM Server Free Disk Space is too low

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

### Check KTM Services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the desired Windows Service. Default values for KTM Services are prefilled.

### KTM Log files size is too large (Local or UNC Path to files)

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Path:** Browse or enter the file path (UNC share or local file path). Use the wildcard ktm\*.\* to check size of all error log files (KTM 4.0).

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value.

### KTM Search Daily Log File (local or UNC path to file directory)

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Path:** Browse or enter the file path (UNC share or local file path) for the KTM daily error log file.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Search for:** Enter a search string using simple text or a search string using regular expressions.

**Filter by records older than:** Select a search range by time in minutes.

**Maximum number of errors:** Select the maximum number of search string matches to return. -1 (default) indicates an unlimited number of search string matches.

**Check if using KTM 6.1.1 or KTM 6.2.1 or above:** Check only if using KTM level 6.1.1 or 6.2.1 or above.

### KTM Windows Event Log messages

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Source Name:** Enter or select the source name of the log entry

**Event ID:** Enter the Event ID to be tested. If not known, leave blank.

**Event Type:** Select the type of event you want tested.

**Match Keywords in the Event Log:** If selected, then at least one of the keywords entered must match the Event Log message to be successful. If you do not select **Match Keywords in the Event Log**, then none of the entered keywords should match to be successful. (Optional)

**Keyword 1, Keyword 2, and Keyword 3:** Enter the keywords to match to the Event Log message. (Optional)

**Retrieve messages logged within the:** Enter an appropriate number of seconds.

Tungsten Monitor retrieves only those logs generated from zero seconds to the selected number of seconds. You need to enter the number of seconds best fitting the events you are testing.



## Database

KTM Statistics database available:

- KTM Statistics Database is responding to query (Create ODBC System DSN and credentials on KM Server)
- Check KTM statistics database services are running (For SQL Server Databases on Windows OS)

### KTM Statistics Database is responding to query

#### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTM Statistics Database.

### Check KTM statistics database services are running (SQL Server on Windows)

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the Database Service.

## Transformation Metrics

Operational throughput and exceptions:

- KTM Queue counts are too low or too high
- KTM Field Accuracy is too high (rejection/incorrect) or too low (correct)
- KTM Unattended modules are processing work too slowly
- KTM Applications are processing work too slowly

### KTM Applications are processing work too slowly

#### Input parameters

**Host Name:** Select the network path for the ACConfig.xml file, then select the desired SNMP host name.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

**Time Period:** Number of hours to use for calculating the batch processing rate per hour.

**Threshold:** Enter the appropriate threshold value(s). Note these thresholds are prefilled by reading baseline xml files – see "Configuring Baseline Tungsten Transformation Module Metrics Thresholds" section for more information.

### KTM Queue counts are too low or too high

#### Input parameters

**Database Settings:** Enter or select the Database Provider (for the Tungsten Capture database), ODBC DSN Name and SQL authentication information.

**Site Name:** Select or enter the Tungsten Capture Site Name.

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

**Threshold:** Enter the appropriate threshold value(s). Note these thresholds are prefilled by reading baseline xml files – see "Configuring Baseline Tungsten Transformation Module Metrics Thresholds" section for more information.

**Batch Class Options:** If Batch Class Options are selected, complete the Batch Class and Batch Priority selections.

If Batch Field Names are selected, verify the batches are stored in database option by selecting **Verify...(Only for SQL Server)**

Click to verify the configuration setting in the ACConfig.xml file

Select the network path for the ACConfig.xml file

Confirmation message if configuration option is correct

Select the desired Batch Field Name and Values

### KTM Unattended modules are processing work too slowly

#### Input parameters

**Host Name:** Select the network path for the ACConfig.xml file, then select the desired SNMP host name.

**Object Identifier (OID):** Enter the MIB OID for Tungsten Capture Enterprise, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

**Time Period:** Number of hours to use for calculating the batch processing rate per hour.

**Threshold:** Enter the appropriate threshold value(s). Note these thresholds are prefilled by reading baseline xml files – see "Configuring Baseline Tungsten Transformation Module Metrics Thresholds" section for more information.

### KTM Field Accuracy percentages are too high or too low

#### Input parameters

**Database Settings:** Enter or select the Database Provider (for the KTM Statistics database), ODBC DSN Name and SQL authentication information.

**Group Labels:** Select the Group Label containing the index field names to test.

**Index Field Thresholds:** Enter desired % for each column type. Each column type (Correct, Incorrect, Rejection) is pre-filled with current actual %'s.

**Hide index Fields with no data:** Check to remove index fields with no current processing statistics from the test (default).

## Real-Time Transformation Interface

RTTI available to process work:

- Check RTTI event log messages
- Check RTTI web access
- Check RTTI request count
- Check RTTI requests executing
- Check RTTI failure count
- Check RTTI request execution time of last request
- Check RTTI average request duration
- Check RTTI average request duration for the last minute
- Check RTTI worker processes
- Check RTTI worker processes available
- Check Mobile ID Capture web service

### Check RTTI event log messages

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Source Name:** Enter the source name of the log entry

**Event ID:** Enter the Event ID to be tested. If not known, leave blank.

**Event Type:** Select the type of event you want tested.

**Match Keywords in the Event Log:** If selected, then at least one of the keywords entered must match the Event Log message to be successful. If you do not select **Match Keywords in the Event Log**, then none of the entered keywords should match to be successful. (Optional)

**Keyword 1, Keyword 2, and Keyword 3:** Enter the keywords to match to the Event Log message. (Optional)

**Retrieve messages logged within the:** Enter an appropriate number of seconds.

Tungsten Monitor retrieves only those logs generated from zero seconds to the selected number of seconds. You need to enter the number of seconds best fitting the events you are testing.

### Check RTTI web access

#### Input parameters

**URL:** Enter the URL for the RTTI web server, the default format is `http://<server name>/MobileSDK`. Replace the <server name> with the RTTI web server name.

**Response:** The RTTI web server default text response.

### Check RTTI request count

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Minimum Value:** Enter the appropriate minimum threshold value.

**Threshold Maximum Value:** Enter the appropriate maximum threshold value.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check RTTI requests executing

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Minimum Value:** Enter the appropriate minimum threshold value.

**Threshold Maximum Value:** Enter the appropriate maximum threshold value.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check RTTI failure count

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Maximum Value:** Enter the appropriate maximum threshold value.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check RTTI request execution time of last request

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Maximum Value:** Enter the appropriate maximum threshold value. The default is 5000 milliseconds.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check RTTI average request duration

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Maximum Value:** Enter the appropriate maximum threshold value. The default is 5000 milliseconds.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check RTTI average request duration for the last minute

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Maximum Value:** Enter the appropriate maximum threshold value. The default is 5000 milliseconds.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check RTTI worker processes

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Minimum Value:** Enter the appropriate minimum threshold value.

**Threshold Maximum Value:** Enter the appropriate maximum threshold value.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check RTTI worker processes available

#### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold Minimum Value:** Enter the appropriate minimum threshold value.

**Sample Rate:** Select the number of seconds to sample the RTTI performance counter. The Test result is a Windows calculated value over the sample period. The default sample interval is 1 second, the maximum sample interval is 60 seconds.

### Check Mobile ID Capture web service

#### Input parameters

**URL:** Enter the URL for the RTTI web server running Tungsten Mobile ID Capture application, The default format is `http://<server name>/cssnservice/CardProcessor/CheckWebServiceHealth`. Replace the <server name> with the RTTI web server name.

**Response:** The RTTI web server running Tungsten Mobile ID Capture application default text response indicating the Web Service is operating properly.

# Configuring Baseline Tungsten Transformation Modules Metrics Thresholds

There are 3 configuration files that can be optionally modified for setting baseline Transformation Metrics thresholds. These files are read by the Tungsten Transformation Modules Wizard to display the initial threshold values for the specific Transformation Metric test. Once the Transformation Metric component test is created by the Tungsten Transformation Modules wizard, use the Tungsten Monitor Admin Console to change the threshold value.

*Note:* The initial settings include entries for the installed KTM modules. While the SNMP OIDs for the standard modules are fixed, the OIDs for custom modules such as KTM are dependent on the order in which there were installed. The OIDs all have this pattern: 1.3.6.1.4.1.21812.3.1.1.1.2.2.1.5.n where n is the primary key in the Processes table. The OIDs for custom modules are obtained by walking the SNMP Queue Table using a MIB Browser (The KTM Wizard does this).

The files are located in the C:\Program Files\ReveilleSoftware\Reveille\Web\ReveilleTests\Kofax directory for a default installation. The files are:

- KTMApplicationConfig.xml
- KTMModuleConfig.xml
- KTMQueueConfig.xml

## KTMApplicationConfig.xml

This file is used by the Check KTM Attended Applications Batch Processing Time test.

### KTM Application Configuration File

This .xml file contains the KTM attended module names and individual processing thresholds. The SiteID and expected batch throughput per hour (KM 5.x - batchperhourkpi, KM 6.x/7.x/8.x - batchtimekpi) value for each attended module should be updated as appropriate. The **Check KTM Attended Applications Batch Processing Time** test will error if the actual batch throughput per hour is **below** the threshold batch throughput per hour for a module.

KM 5.x - the actual batch throughput per hour is **below** the threshold batch throughput per hour for a module.

KM 6.x/7.x/8.x - the actual batch throughput per time period is **below** the threshold batch throughput per time period for a module.

### File Contents (From KM 5.x and KM 6.0, KM 6.5, KM 6.7.0, KM 7.x, and KM 8.x include KTM Validation 1 – 5 Queues)

```
<Tungsten>
  <site>
    <siteID>1</siteID>
    <module>
      <name>KTM Verification</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
    <module>
      <name>KTM Document Review</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
    <module>
      <name>KTM Validation</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
    <module>
      <name>KTM Correction</name>
      <batchperhourkpi>0</batchperhourkpi>
      <batchtimekpi>1</batchtimekpi>
    </module>
  </site>
</Tungsten>
```

## KTMModuleConfig.xml

This file is used by the Check KTM Unattended Modules Batch Processing Time test.

### KTM Module Configuration File

This .xml file contains KTM unattended module names and individual processing thresholds. The expected average processing time for a batch in seconds (KM 5.x – averagetimekpi) or expected batch throughput per hour ( KM 6.x/7.x/8.x- batchtimekpi) value for each unattended module should be updated as appropriate. The **Check KTM Unattended Modules Batch Processing Time** test will error if the actual average batch processing time is **above** the threshold average batch processing time for a module.

KM 5.x - the actual processing time for a batch is **above** the threshold batch processing time per second for a module.

KM 6.x/7.x/8.x - the actual batch throughput per time period is **below** the threshold batch throughput per time period for a module.

#### File Contents (From KM 5.x and KM 6.0, KM 6.5, KM 6.7.0, KM 7.x, and KM 8.x include KTM Server2)

```
<Tungsten>
  <module>
    <name>KTM Server</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
  <module>
    <name>KTM KB Learning Server</name>
    <averagetimekpi>1</averagetimekpi>
    <batchtimekpi>1</batchtimekpi>
  </module>
</Tungsten>
```

## KTMQueueConfig.xml

This file is used by the Check KTM Individual Queue Counts test.

### KTM Queue Configuration File

This .xml file contains contain the KTM module name list and individual processing thresholds. The expected low and high queue thresholds for batches waiting for processing (lowqueue & highqueue) values for each module should be updated as appropriate. The **Check KTM Individual Queue Counts** test will error if the waiting batch queue level for a module is **not within** the threshold low and high batch queue level range.

#### File Contents (From KM 5.x and KM 6.0, KM 6.5, KM 6.7.0, KM 7.x, KM 8.x include KTM Validation 1 – 5 Queues)

```
<Tungsten>
  <module>
    <name>KTM Server</name>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>KTM KB Learning Server</name>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>KTM Validation</name>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
  <module>
    <name>KTM Document Review</name>
    <lowqueue>0</lowqueue>
    <highqueue>100</highqueue>
  </module>
</Tungsten>
```



```
<module>
  <name>KTM Correction</name>
  <lowqueue>0</lowqueue>
  <highqueue>100</highqueue>
</module>
<module>
  <name>KTM Verification</name>
  <lowqueue>0</lowqueue>
  <highqueue>100</highqueue>
</module>
</Tungsten>
```

# Using the Tungsten TotalAgility Wizard

The following sections will step through the options for each individual component of the Tungsten TotalAgility Wizard.

## Connectivity

Connectivity (KTA platform machines available)

- KTA web servers available
- KTA application servers available
- KTA database servers available
- KTA transformation servers available
- Tungsten Search and Matching Server servers available
- Check Fax servers available
- Check Email servers available
- Check Import folder servers available

- 1 Select the **Connectivity** component.
- 2 Select the appropriate test from the **Select what to test** drop down selection box
- 3 Enter the **Host Name** of the target server. Click **Next**.
- 4 Select **Run Test** to verify the test will run successfully.
- 5 Close the test result window. Select **Add Test** to create the test in the new Tungsten TotalAgility Monitor.
- 6 Click **OK**
- 7 To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
- 8 Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
- 9 When all Tungsten TotalAgility Wizard components are completed, select **Next**.
- 10 Select **Finish** to complete the Tungsten TotalAgility Wizard. The remaining input settings for each Tungsten TotalAgility Wizard component are reviewed in their respective sections.

## Platform

KTA platform available to process work:

- Check KTA Server Free Space
- Check KTA Platform Services
- Check KTA Web Server
- Check KTA License Service is responding
- Check KTA Windows Error Log

### Check KTA Server Free Disk Space is too low

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

### Check KTA Platform Services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Select or enter the Windows Service Name for the desired Windows Service. Default values for KTA Services are prefilled.

### Check KTA Web Server

#### Input parameters

**Server:** Enter the Host Name or IP Address and port of the KTA server running KTA workspace.

**Response:** Default response for the KTA workspace page.

### Check KTA License Server

#### Input parameters

None

### Check KTA Windows Event Log Messages

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the KTA server.

**Credentials:** Enter the authentication information for the KTA server. The windows account should have local administrator rights on the target computer.

**Source Name:** Enter the source name of the log entry

**Event ID:** Enter the Event ID to be tested. If not known, leave blank.

**Event Type:** Select the type of event you want tested.

**Match Keywords in the Event Log:** If selected, then at least one of the keywords entered must match the Event Log message to be successful. If you do not select **Match Keywords in the Event Log**, then none of the entered keywords should match to be successful. (Optional)

**Keyword 1, Keyword 2, and Keyword 3:** Enter the keywords to match to the Event Log message. (Optional)

**Retrieve messages logged within the:** Enter an appropriate number of seconds.

Tungsten Monitor retrieves only those logs generated from zero seconds to the selected number of seconds.

You need to enter the number of seconds best fitting the events you are testing.

## Import Connector

KTA import connector available to process work:

- Check KTA Email inbox access
- Check KTA Email folder item count
- Check KTA Import Folder file age count
- Check KTA Import Folder total file count
- Check KTA Import Connector status
- Check KTA Import Connector storage
- Check KTA Import Connector message waiting count
- Check KTA Import Connector message failed count
- Check KTA Import archive folder access
- Check KTA Fax FOIP server port
- Check KTA SMTP server
- 

### Check KTA Email inbox access

#### Input parameters

**Select Protocol:** Select either IMAP or POP3 protocol interface for the mail server.

**Mail Server:** Enter the mail server host name or ip address and port number.

**Credentials:** Enter the email account access information – email address and password.

**Mail Folder:** Select or enter the mail folder.

**Use SSL (optional):** Check if using a SSL connection to mail server.

### Check KTA Email Folder item count

#### Input parameters

**Select Protocol:** Select either IMAP or POP3 protocol interface for the mail server.

**Mail Server:** Enter the mail server host name or ip address and port number.

**Credentials:** Enter the email account access information – email address and password.

**Mail Folder:** Select or enter the mail folder.

**Threshold:** Enter the appropriate threshold value for the maximum number of mail folder items.

**Use SSL (optional):** Check if using a SSL connection to mail server.

## Check KTA Import Folder file age count

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target windows based import folder server.

**Path:** Browse or enter the import folder file path (UNC share or local file path).

**Credentials:** Enter the authentication information for the target import folder computer. The windows account should have local administrator rights on the target computer.

**Date and Time:** Select the date and time interval to filter the import folder files.

**Number of Files:** Select or enter the threshold for the number of files.

## Check KTA Import Folder total file count

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target windows based import folder server.

**Path:** Browse or enter the import folder file path (UNC share or local file path).

**Credentials:** Enter the authentication information for the target import folder computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the threshold for the total number of files.

## Check KTA Import Connector status

### Input parameters

**Import Web Service URL:** Enter the URL for the KTA web service. Replace the <host> with the KTA web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

## Check KTA Import Connector storage

### Input parameters

**Message Connector Web Service URL:** Enter the URL for the KTA message connector web service. Replace the <host> with the KTA web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Threshold:** Select or enter the appropriate threshold value for the % of message storage available.

## Check KTA Import Connector message waiting count

### Input parameters

**Message Connector Web Service URL:** Enter the URL for the KTA message connector web service. Replace the <host> with the KTA web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Threshold:** Select or enter the appropriate threshold value for the number of messages waiting by media type.

## Check KTA Import Connector message failed count

### Input parameters

**Message Connector Web Service URL:** Enter the URL for the KTA message connector web service. Replace the <host> with the KTA web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Threshold:** Select or enter the appropriate threshold value for the number of failed messages.

### Check KTA Import archive folder access

#### Input parameters

**Path:** Browse or enter the KTA archive folder file path (UNC share or local file path)

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

### Check KTA Fax FOIP Server Port

#### Input parameters

**Server:** Enter the Fax server host name or ip address.

**UDP Port:** Select or enter the FOIP UDP Port (default is 5060).

### Check KTA SMTP server

#### Input parameters

**Server:** Enter the Host Name or IP Address of the target KTA computer with the message connector acting as an SMTP server.

**SMTP port:** Select or enter the appropriate message connector SMTP port number.

## Database

KTA database available:

- Check SQL Server Services
- Check KTA SQL Server Database
- Check KTA SQL Server Documents Database
- Check KTA SQL Server Reporting Database
- Check KTA SQL Server Reporting Staging Database
- Check KTA SQL Server Simulator Database
- Check KTA SQL Server Database Sizes

### Check SQL Server Services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The account should have local administrator rights on the target computer.

**Service Names:** Select or Enter the Windows Service Name for the Database Service.

### Check KTA SQL Server Database

#### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA Database.

**Use Impersonation:** Check if using windows impersonation and not using SQL authentication.

### Check KTA SQL Server Documents Database

#### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Documents Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

### Check KTA SQL Server Reporting Database

#### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Reporting Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

### Check KTA SQL Server Reporting Staging Database

#### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Reporting Staging Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

## Check KTA SQL Server Simulator Database

### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Simulator Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

## Check KTA SQL Server Database Size

### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

**Threshold:** Select or enter the appropriate threshold value for the database size.

## Check KTA SQL Server Documents Database Size

### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Documents Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

**Threshold:** Select or enter the appropriate threshold value for the database size.

## Check KTA SQL Server Reporting Database Size

### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Reporting Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

**Threshold:** Select or enter the appropriate threshold value for the database size.

## Check KTA SQL Server Reporting Staging Database Size

### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Reporting Staging Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

**Threshold:** Select or enter the appropriate threshold value for the database size.

## Check KTA Simulator Database Size

### Input parameters

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA TotalAgility Simulator Database.

**Use Impersonation:** Check if using windows impersonation if not using SQL authentication.

**Threshold:** Select or enter the appropriate threshold value for the database size.



## Licensing

KTA Licensing usage:

- Check KTA Volume Licensing
- Check KTA Station Licensing

### Check KTA Volume Licensing Available Page Count

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Threshold:** Enter the appropriate threshold value for each volume license type.

### Check KTA Station Licenses Available Count

#### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Threshold:** Enter the appropriate threshold value for each station license type.

## Clients

Clients availability:

- Check KTA Workspace Login
- Check KTA Designer Access
- Check KTA SDK Interface
- Check KTA Device Manager Interface
- Check KTA MFP Devices

### Check KTA Workspace Login

#### Input parameters

**Server:** Enter the Host Name or IP Address and port of the KTA server.

**Credentials:** Enter the KTA authentication information for the target computer. The account should be a KTA windows authenticated user.

**Use SSL (optional):** Check if using SSL connection.

### Check KTA Designer Login

#### Input parameters

**Server:** Enter the Host Name or IP Address and port of the KTA server.

**Credentials:** Enter the KTA authentication information for the target computer. The account should be a KTA windows authenticated user.

**Use SSL (optional):** Check if using SSL connection.

**KTA Version 7.9 or above:** Checked if using KTA 7.9 or above.

### Check KTA SDK Login

#### Input parameters

**Server:** Enter the Host Name or IP Address and port of the KTA server.

**Credentials:** Enter the KTA authentication information for the target computer. The account should be a KTA application user.

**Use SSL (optional):** Check if using SSL connection.

### Check KTA Device Manager Interface

#### Input parameters

**Server:** Enter the Host Name or IP Address and port of the KTA server.

**Credentials:** Enter the KTA authentication information for the target computer. The account should be a KTA windows authenticated user.

**Use SSL (optional):** Check if using SSL connection.

**KTA Version 7.9 or above:** Checked if using KTA 7.9 or above.

## Check KTA MFP Devices

### Input parameters

**Server:** Enter the Host Name or IP Address and port of the KTA server.

**Credentials:** Enter the KTA authentication information for the target computer. The account should be a KTA windows authenticated user.

**REST API Path:** Enter the REST API path if not the default path of TotalAgility.

**Device Last Access Minutes Old:** Enter the minutes threshold for the last contact time of an MFP device. The default is 60 minutes.

**Device Total Count Threshold:** Select the MFP Device Total Count threshold. The default is greater than or equal to 1 MFP device.

**Device Vendor Total Count Threshold:** Select the Vendor MFP Device Total Count threshold. The default is greater than or equal to 1 vendor MFP device.

**Device Total No Contact Threshold:** Select the MFP Device No Contact Total Count threshold. The default is equal to 0 MFP devices with no contact during the device last access minutes old setting.

**Device Client Version Count Threshold:** Enter one or more Client Version Thresholds using the below format:

<version>, <operator>, <threshold>; <version2>,<operator2>,<threshold2>;

Version can contain wildcards: ? for a single character, \* for zero or more characters. Example: Version 1.\* equates to 1.01.01 or 1.01.02

Valid operator values include: =,<>,>,<,>=,<=, or Between

## WCF Services

WCF (Windows Communication Foundation) Service Metrics

- Check KTA WCF Services Metrics

### Check KTA WCF Services Call Metrics

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the KTA server.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Sample Rate:** Select the number of seconds to sample the WCF service counter. The default sample interval is 5 seconds.

**Service:** Select or Enter the WCF service name for the desired WCF service. Available WCF services will be listed by selecting the refresh button.

**Threshold:** Enter the appropriate threshold value for each WCF service call threshold type.

## Reporting

KTA report processing:

- Check KTA Report Data Aging
- Check KTA Report Data Record Count

### Check KTA Report Data Aging

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KAFC server.

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA Report Staging Database.

**Threshold:** Select or enter the appropriate threshold value for the report aging period.

### Check KTA Report Data Record Count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KAFC server.

**Database Settings:** Select ODBC DSN and enter the correct ODBC DSN Name and authentication information for the KTA Report Staging Database.

**Threshold:** Select or enter the appropriate threshold value for the report data record count.

## Performance

KTA operating performance:

- Check KTA Core Worker Worker Tasks Taken
- Check KTA Core Worker Threads Active
- Check KTA Core Worker Items in Thread Pool
- Check KTA Core Worker System Tasks Taken
- Check KTA Core Worker Locked Activities
- Check KTA Search and Matching Server
- Check KTA Export Service

### Check KTA Core Worker Worker Tasks Taken

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value and evaluation operator.

**Refresh:** Click to query target computer performance values.

### Check KTA Core Worker Threads Active

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value and evaluation operator.

**Refresh:** Click to query target computer performance values.

### Check KTA Core Worker Items in Thread Pool

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value and evaluation operator.

**Refresh:** Click to query target computer performance values.

### Check KTA Core Worker System Tasks Taken

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value and evaluation operator.

**Refresh:** Click to query target computer performance values.

## Check KTA Core Worker Locked Activities

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value and evaluation operator.

**Refresh:** Click to query target computer performance values.

## Check KTA Search and Matching Server

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value and evaluation operator.

**Refresh:** Click to query target computer performance values.

## Check KTA Export Servicer

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value and evaluation operator.

**Refresh:** Click to query target computer performance values.

## Using the Tungsten VRS Elite Wizard

The next sections will step through the options for each individual component of the Tungsten VRS Elite Wizard.

Before creating monitor tests, the following SNMP settings information is required:

### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target computer.

**Object Identifier (OID):** Enter the MIB OID for Tungsten VRS Elite workstation, default is this value.

**Local Port:** Enter the User Datagram Protocol (UDP) port in the local host to where the SNMP Manager is bound, default port is 0.

**Remote Port:** Enter the UDP port where the remote SNMP agent is listening, default port is 161.

**Community:** Enter the community string used to authenticate SNMP packets, default is "public".

## Connectivity

The VRS workstation can be pinged.

- 1 Select the **Connectivity** component.
- 2 Select the test from the **Select what to test** drop down selection box. The VRS workstation hostname is known from reading the VRS device health MIB.
- 3 Click **Next**.
- 4 Select **Run Test** to verify the test will run successfully.
- 5 Close the test result window. Select **Add Test** to create the test in the new Tungsten VRS Monitor.
- 6 Click **OK**
- 7 To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
- 8 Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
- 9 When all Tungsten VRS Elite Wizard components are completed, select **Next**.
- 10 Select **Finish** to complete the Tungsten VRS Elite Wizard. The remaining input settings for each Tungsten VRS Elite Wizard component are reviewed in their respective sections.

## Platform

The VRS platform is available to gather metrics:

- SNMP is returning MIB counter values for Tungsten VRS workstation
- Check Scanner Make/Model
- Check Scanner Firmware level

### Check Tungsten VRS workstation MIB

#### Input parameters

None, the VRS workstation name is prefilled.

**Note:** This test must be enabled and run successfully for the remaining VRS Elite Wizard tests to run successfully.

### Check Scanner Make/Model

#### Input parameters

**Scanner Make:** Enter the Scanner Manufacture Name, the default name is from reading the VRS device health MIB.

**Scanner Model:** Enter the Scanner Model Number; the default model is from reading the VRS device health MIB.

### Check Scanner Firmware level

#### Input parameters

**Scanner Firmware:** Enter the Scanner Firmware level; the default level is from reading the VRS device health MIB.

## Scanner Metrics

Scanner device health, throughput and exceptions:

- Rate of pages scanned is too low
- The number of sheets scanned between feeder errors is too low
- The number of sheets scanned between multi feeder errors is too low
- The number of sheets scanned between paper jam errors is too low
- The number of sheets scanned between camera health sheet scans is too high
- Too much time has elapsed since the last camera health sheet scan
- The roller health percent is too low
- The uniformity percent is too low
- The clarity health percent is too low

### Rate of pages scanned is too low

#### Input parameters

**Time Period:** Number of active scanning hours to use for calculating the scanning rate.

**Scanner Rate Threshold:** Enter the minimum scanning rate in pages per hour.

### The number of sheets scanned between feeder errors is too low

#### Input parameters

**Scan Threshold:** Enter the scanned page range. This indicates the range of scanned pages to monitor for feeder errors.



**Error Count Threshold:** Enter the threshold for the maximum number of feeder errors allowed for the number of scanned pages.

### The number of sheets scanned between multi feeder errors is too low

#### Input parameters

**Scan Threshold:** Enter the scanned page range. This indicates the range of scanned pages to monitor for multi feeder errors.

**Error Count Threshold:** Enter the threshold for the maximum number of multi feeder errors allowed for the number of scanned pages.

### The number of sheets scanned between paper jam errors is too low

#### Input parameters

**Scan Threshold:** Enter the scanned page range. This indicates the range of scanned pages to monitor for paper jam errors.

**Error Count Threshold:** Enter the threshold for the maximum number of paper jam errors allowed for the number of scanned pages.

### The number of sheets scanned between camera health sheet scans

#### Input parameters

**Scan Threshold:** Enter the scanned page range. This indicates how many pages can be scanned between a health sheet scan.

### Too much time has elapsed since the last camera health sheet scan

#### Input parameters

**Time Threshold:** Enter the time threshold in minutes. This indicates how the maximum amount of time between health sheet scans.

### The roller health percent is too low

#### Input parameters

**Percent Threshold:** Enter the health percentage. This indicates the minimum health percentage for the scanner rollers after VRS performs an image analysis of a health sheet.

### The uniformity health percent is too low

#### Input parameters

**Percent Threshold:** Enter the health percentage. This indicates the minimum health percentage for the camera uniformity after VRS performs an image analysis of a health sheet.

### The clarity health percent is too low

#### Input parameters

**Percent Threshold:** Enter the health percentage. This indicates the minimum health percentage for the camera clarity after VRS performs an image analysis of a health sheet.

## Using the Tungsten Communication Server Wizard:

The next sections will step through the options for each individual component of the Tungsten Communication Server (KCS) Wizard.

### Connectivity for KCS Platform

KCS platform machines available:

- KCS TCOSS servers can be pinged
- KCS TC/LINK servers can be pinged
- KCS Mail/Message servers can be pinged

- 1** Select the **Connectivity** component.
- 2** Select the test from the **Select what to test** drop down selection box.
- 3** Enter the **Host Name** of the target KCS server. Click **Next**.
- 4** Select **Run Test** to verify the test will run successfully.
- 5** Close the test result window. Select **Add Test** to create the test in the new Tungsten KCS Monitor.
- 6** Click **OK**
- 7** To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
- 8** Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
- 9** When all Tungsten KCS Wizard components are completed, select **Next**.
- 10** Select **Finish** to complete the Tungsten KCS Wizard. The remaining input settings for each Tungsten KCS Wizard component are reviewed in their respective sections.

## Platform for KCS

KCS platform available to process work:

- Check KCS platform services
- Check KCS web interface services
- KCS Server free disk space is too low
- Check Mail/Message services connected
- Check KCS Tandem Server disk status
- Check KCS Tandem Server disk blocks
- Check KCS Tandem Server monitor time

### Check KCS platform services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the desired Windows Service. Default values for KCS Services are prefilled.

### Check KCS web interface services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the desired Windows Service. Default values for KCS Web Services are prefilled.

### KCS Server free disk space is too low

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

### Check Mail/Message services connected

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

## Check KCS Tandem Server disk status

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

**Disk Number:** Select the refresh button to show a list of available disks.

**Disk Status:** Check the appropriate disk status value. If the value is not present, the test will alert.

## Check KCS Tandem Server disk blocks

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

**Disk Number:** Select the refresh button to show a list of available disks.

**Threshold:** Enter the appropriate threshold value.

## Check KCS Tandem Server monitor time

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

**Disk Number:** Select the refresh button to show a list of available disks.

**Threshold:** Enter the appropriate threshold value.

## Database for KCS

KCS databases available:

- Check KCS monitoring database
- Check KCS TC/Report database
- Check KCS TC/Probe database
- Check if database services are running (For SQL Server Databases on Windows OS only)

## Check KCS monitoring database

### Input parameters

**Database Settings:** Select ODBC DSN, and then enter the correct ODBC DSN Name and authentication information for the KCS Monitoring Database. The ODBC DSN should be previously defined as discussed in the *Using the Tungsten Communications Server Wizard* section.

## Check KCS TC/Report database

### Input parameters

**Database Settings:** Select ODBC DSN; enter the correct ODBC DSN Name and authentication information for the KCS TC/Report Database.

## Check KCS TC/Probe database

### Input parameters

**Database Settings:** Select ODBC DSN then enter the correct ODBC DSN Name and authentication information for the KCS TC/Probe Database.

## Check database services are running (For Databases on Windows OS)

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS database computer.

**Credentials:** Enter the authentication information for the target computer. The account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the Database Service.

## Communication Server Metrics

KCS Operational throughput:

- Check KCS message queue is too high or too low
- Check KCS messages are processing too slowly
- Check KCS message queue for number of pages is too high

## Check KCS message queue is too high or too low

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

**Queue Name:** Enter the KCS Queue name.

**Minimum Threshold:** Enter the appropriate threshold value.

**Maximum Threshold:** Enter the appropriate threshold value.

## Check KCS messages are processing too slowly

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

**Queue Name:** Enter the KCS Queue name.

**Threshold:** Enter the appropriate threshold value.

### Check KCS message queue for number of pages is too high

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

**Queue Name:** Enter the KCS Queue name.

**Threshold:** Enter the appropriate threshold value.

## Communication Server Licensing

KCS License usage:

- Number of license registrations in use is too high or too low

### Number of license registrations in use

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Server:** Select the refresh button to show a list of available KCS Servers.

**License Type:** Select the refresh button to show a list of available KCS license types.

**Minimum Threshold:** Enter the appropriate threshold value.

**Maximum Threshold:** Enter the appropriate threshold value.

## Application Servers

KCS applications server health and operation:

- Check KCS application server status
- Check KCS number of running applications
- Check KCS number of stopped applications

### Check KCS application server status

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Application Server:** Select the refresh button to show a list of available KCS Application Servers.

**Server Status to Alert on:** Select the server status values to alert on if different from the default values.

## Check KCS number of running applications

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Application Server:** Select the refresh button to show a list of available KCS Application Servers.

**Threshold:** Enter the appropriate threshold value.

## Check KCS number of stopped applications

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Application Server:** Select the refresh button to show a list of available KCS Application Servers.

**Threshold:** Enter the appropriate threshold value.

## Application Servers

KCS applications health and operation:

- Check KCS application status
- Check KCS application message rate is too low
- Check KCS application message count is too high

## Check KCS application status

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Application Server:** Select the refresh button to show a list of available KCS Application Servers.

**KCS Application:** Select the refresh button to show a list of available KCS applications.

**Application Status to Alert On:** Select the application status values to alert on.

## Check KCS application message rate

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Application Server:** Select the refresh button to show a list of available KCS Application Servers.

**KCS Application:** Select the refresh button to show a list of available KCS applications.

**Threshold:** Enter the appropriate threshold value.

### Check KCS application message count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Application Server:** Select the refresh button to show a list of available KCS Application Servers.

**KCS Application:** Select the refresh button to show a list of available KCS applications.

**Threshold:** Enter the appropriate threshold value.

## Messaging Servers

KCS message server health and operation:

- Check KCS message server number of user sessions is too high
- Check KCS message server number of tech files is too high or too low
- Check KCS message server percentage of tech files in use is too high or too low
- Check KCS message server number of send orders is too high
- Check KCS message server percentage of send orders used is too high
- Check KCS message server percentage of messages used is too high or too low
- Check KCS message server mail system free size is too low
- Check KCS message server percentage of mail system size is too low
- Check KCS message server number of broadcast jobs is too high or too low
- Check KCS message server percentage of unconfirmed short term archive entries is too high
- Check KCS message server percentage size of unconfirmed archive entries is too high
- Check KCS message server number of address book entries is too high or too low
- Check KCS message server percentage of address book entries is too high or too low
- Check KCS message server number of user store entries used is too high or too low
- Check KCS message server percentage of user store entries used is too high or too low
- Check KCS message server number of unread messages for a user is too high
- Check KCS message server status of a channel
- Check KCS message server mode of a channel
- Check KCS message server number of defined channels is too high or too low

### Check KCS message server number of user sessions

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Threshold:** Enter the appropriate threshold value.



## Check KCS message server number of tech files

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server percentage of tech files in use

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server number of send orders

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Threshold:** Enter the appropriate threshold value.

## Check KCS message server percentage of send orders used

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Threshold:** Enter the appropriate threshold value.

## Check KCS message server percentage of messages used

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server mail system free size

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Threshold:** Enter the appropriate threshold value.

## Check KCS message server percentage of mail system size

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Threshold:** Enter the appropriate threshold value.

## Check KCS message server number of broadcast jobs

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server percentage of unconfirmed short term archive entries

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Threshold:** Enter the appropriate threshold value.

## Check KCS message server percentage size of unconfirmed archive entries

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Threshold:** Enter the appropriate threshold value.

## Check KCS message server number of address book entries

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server percentage of address book entries

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server number of user store entries used

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server percentage of user store entries

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Check KCS message server number of unread messages for a user

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**User Name:** Enter the appropriate KCS user name.

**Threshold:** Enter the appropriate threshold value.

## Check KCS message server status of a channel

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Channel Number:** Select the refresh button to show a list of available channels.

**Channel Status to Alert on:** Select the channel status values to alert on if different from the default values.

## Check KCS message server mode of a channel

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Channel Number:** Select the refresh button to show a list of available channels.

**Channel Mode to Alert On:** Select the channel mode values to alert on if different from the default values.

## Check KCS message server number of defined channels

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KCS Monitoring computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**KCS Messaging Server:** Select the refresh button to show a list of available KCS Messaging Servers.

**Channel Group:** Enter the appropriate channel group name.

**Channel Error:** Select the channel error to match for a defined channel.

**Channel Type:** Select the channel type to match for a defined channel.

**Channel Activity:** Select the channel activity to match for a defined channel.

**Channel StatusIn:** Select the channel statusin to match for a defined channel.

**Channel StatusOut:** Select the channel statusout to match for a defined channel.

**Can Send:** Select to match for a defined channel.

**Minimum Threshold:** Enter the appropriate minimum threshold value.

**Maximum Threshold:** Enter the appropriate maximum threshold value.

## Using the Tungsten Front Office Server Wizard

The next sections will step through the options for each individual component of the Tungsten Front Office Server (KFS) Wizard.

**Note:** Select the appropriate KFS version when prompted by the KFS Wizard.

### Connectivity for KFS Platform

KFS platform machines available:

- KFS servers can be pinged
  - KFS database servers can be pinged
  - KFS web servers can be pinged
- 1** Select the **Connectivity** component.
  - 2** Select the test from the **Select what to test** drop down selection box.
  - 3** Enter the **Host Name** of the target KFS server. Click **Next**.
  - 4** Select **Run Test** to verify the test will run successfully.
  - 5** Close the test result window. Select **Add Test** to create the test in the new Tungsten KFS Monitor.
  - 6** Click **OK**
  - 7** To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
  - 8** Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
  - 9** When all Tungsten KFS Wizard components are completed, select **Next**.
  - 10** Select **Finish** to complete the Tungsten KFS Wizard. The remaining input settings for each Tungsten KFS Wizard component are reviewed in their respective sections.

## Platform for KFS

KFS platform available to process work:

- Check KFS service
- Check KFS shared folder
- Check KFS server free disk space
- Check KFS web admin client access
- Check KFS thin client access
- Check KFS web service access
- Check KFS accepting requests
- Check KFS log files size
- Check KFS release error log file
- Check KFS release error file count

### Check KFS services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target KFS computer.

**Service Names:** Enter the Windows Service Name for the desired Windows Service. Default values for KFS required services are prefilled.

### Check KFS shared folder

#### Input parameters

**Path:** Browse or enter the file path (UNC share or local file path to ...\\CaptureSV\\KFS4.3\\Config)

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

### Check KFS Server free disk space

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

### Check KFS web admin client access

#### Input parameters

**URL:** Enter the URL for the KFS web admin page. Replace the <host> with the KFS web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>, the default KFS SSL port is 443.

**Response:** Default response for KFS web admin page.

## Check KFS thin client access

### Input parameters

**URL:** Enter the URL for the KFS thin client page. Replace the <host> with the KFS web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>, the default KFS SSL port is 443.

**Response:** Default response for KFS thin client page.

## Check KFS web service access

### Input parameters

**URL:** Enter the URL for the KFS web service wsdl. Replace the <host> with the KFS web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>, the default KFS SSL port is 443.

**Response:** Default response for KFS web service wsdl.

## Check KFS system accepting requests

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

## Check KFS Log File Size

### Input parameters

**Path:** Browse or enter the file path (UNC share or local file path to ...\\Kofax\\Front Office Server\\Avalin\\jboss\\server\\avalin\\log).

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the appropriate threshold value for the log file size.



## Check KFS Log Error Count

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer.

**Path:** Browse or enter the file path (UNC share or local file path to ... \Kofax\Front Office Server\Avalin\jboss\server\avalin\log).

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the appropriate threshold value for the number of errors in the release log file.

**Check errors logged within the last:** Select or enter the appropriate number of minutes.

## Check KFS Release Error File Count

### Input parameters

**Path:** Browse or enter the file path (UNC share or local file path to ... \Kofax\Front Office Server\Log\WebApp)

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the appropriate threshold value for the number of files in error.

## Database for KFS

KFS database available:

- Check KFS database
- Check if database services are running (For SQL Server Databases on Windows OS only)
- Check KFS database scan job table record count

### Check KFS database

#### Input parameters

**Database Settings:** Select the ODBC DSN, and then enter the correct ODBC DSN Name and authentication information for the KFS Database. The ODBC DSN should be previously defined as discussed in the *Using the Tungsten Front Office Server Wizard* section.

Check using windows impersonation if not using SQL authentication.

### Check KFS SQL database server services (For Databases on Windows OS)

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS database computer.

**Credentials:** Enter the authentication information for the target computer. The account should have local administrator rights on the target computer.

**Service Names:** Enter the Windows Service Name for the Database Service.

### Check KFS Database Scan Job Count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Threshold:** Select or enter the appropriate threshold value for the number of job records.

## Front Office Server Metrics

KFS Operational throughput:

- Check KFS in process transaction count
- Check KFS in process transaction age
- Check KFS KC release error count
- Check KFS server total transaction rate
- Check KFS application server transaction rate

### Check KFS in process transaction count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Shortcut Names:** Select the refresh button to show and then select KFS shortcut name(s) filter. If a shortcut name is not specified, user inbox transactions are included in the number of in process transactions.

**Threshold:** Select or enter the appropriate threshold value for the number of in process transactions.

### Check KFS in process transaction age

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Shortcut Names:** Select the refresh button to show and then select a KFS shortcut name filter. If a shortcut name is not specified, user inbox transactions are included in the number of in process transactions.

**Age Time:** Select or enter the maximum transaction age in minutes.

**Threshold:** Select or enter the appropriate threshold value for the number of in process transactions.

### Check KFS KC release fail transaction count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Shortcut Names:** Select the refresh button to show and then select a KFS shortcut name filter.

**Threshold:** Select or enter the appropriate threshold value for the number of failed KC release transactions.

## Check KFS server total transaction rate

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Time Period:** Number of hours to use for calculating the transaction rate.

**Threshold:** Select or enter the appropriate threshold value for the minimum transaction rate per hour.

## Check KFS application server transaction rate

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Time Period:** Number of hours to use for calculating the transaction rate.

**Threshold:** Select or enter the appropriate threshold value for the minimum transaction rate per hour.

**Application Server:** Select the desired KFS application server(s) and set a threshold. This requires more than one KFS application server as part of a group of KFS application servers.

## Front Office Server MFP Processing

KFS MFP job submission:

- Check KFS MFP job submission

## Check KFS MFP job submission

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Threshold:** Select or enter the appropriate threshold value for the maximum time period for MFP job submission in minutes.

**Apply to all devices:** Check to apply the same threshold to all KFS MFP devices.

**KFS devices:** Select the desired KFS MFP device(s) and set a threshold.

## Front Office Server User Inbox

KFS User Inbox Operational throughput:

- Check KFS user inbox transaction count
- Check KFS user inbox transaction queue time

### Check KFS user inbox transaction count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**Number of Documents:** Select or enter the maximum number of documents in a KFS user inbox.

**Threshold:** Select or enter the appropriate threshold value for the number of user inboxes not matching the number of documents value.

### Check KFS user inbox transaction queue time

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**User Age Time:** Select or enter the appropriate threshold value for the maximum time period documents can be in a user inbox in minutes.

**Threshold:** Select or enter the appropriate threshold value for the number of user inboxes not matching the user age time.

## Using the Tungsten Front Office Server MFP Wizard

The next sections will step through the options for each individual component of the Tungsten Front Office Server (KFS) MFP Wizard.

**Note:** Select the appropriate KFS version when prompted by the KFS MFP Wizard.

### Connectivity for KFS MFP devices

KFS MFP devices available:

- MFP device can be pinged
  - MFP device status
  - MFP device errors
- 1 Select the **Connectivity** component.
  - 2 Select the test from the **Select what to test** drop down selection box.
  - 3 **Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.
  - 4 **Credentials:** Enter the Tungsten user account credentials to access the KFS web service.
  - 5 **Use SSL** (optional) – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.
  - 6 Select **Refresh**. The MFP Device grid will populate with the known KFS MFP device list.
  - 7 Change the tests settings (select manual settings) or use the defaults. The default settings will create 3 separate tests for each selected MFP device:
    - Ping an MFP device
    - Check MFP device status using OID 1.3.6.1.2.1.25.3.2.1.5.1. Expected value is '2' for running status
    - Check for MFP device errors using OID 1.3.6.1.2.1.25.3.2.1.6.1. Expected value is '0' for no errors since last device power on reset (POR)
  - 8 Click **Next**.
  - 9 Select **Run Test** to verify the tests will run successfully.
  - 10 Close the test result window. Select **Add Test** to create the test in the new Tungsten VFS Monitor.
  - 11 Click **OK**
  - 12 To add more tests for this same connectivity component, select **Back**, and repeat steps 1-11 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
  - 13 Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
  - 14 When all Tungsten KFS Wizard components are completed, select **Next**.
  - 15 Select **Finish** to complete the Tungsten KFS Wizard. The remaining input settings for each Tungsten KFS Wizard component are reviewed in their respective sections.

## MFP Scanner

MFP device specific status:

- MFP device specific check 1
- MFP device specific check 2
- MFP device specific check x

### MFP device specific tests

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KFS computer running the KFS web service.

**Credentials:** Enter the Tungsten user account credentials to access the KFS web service.

**Use SSL (optional)** – Check if using SSL connection to KFS Server. Append the SSL port to the computer name, the default port for KFS SSL is 443 - <computer name>:443.

**MFP Devices:** Select refresh and the MFP Device grid will populate with of KFS MFP devices that matches the MFP device model names configured in the MFPdeviceconfig.xml file. Select the desired MFP device to create tests based on the tests configured in the MFPdeviceconfig.xml file.

## Configuring the Tungsten Front Office Server MFP Device specific tests

The MFPdeviceconfig.xml configuration file is required to be modified before running the MFP Scanner component of the KFS MFP wizard. This file is read by the Tungsten Front Office Server MFP Wizard, MFP Scanner component to display MFP devices that match defined KFS MFP devices. The match is based on the MFP model field as defined in KFS and the <modeltype> element in the configuration file.

The MFPdeviceconfig.xml configuration file is located in the

C:\Program Files\ReveilleSoftware\Reveille\Web\ReveilleTests\Kofax directory for a default installation.

### MFPdeviceconfig.xml

This file contains the MFP device specific test information. Follow these items before changing the file entries:

- Verify SNMP access to the KFS defined MFP devices. Verify access by using a MIB browser from the Tungsten Monitor server to connect to the MFP device (standard remote SNMP port is 161 and community string of public) and read the device status (standard MIB) located at OID 1.3.6.1.2.1.25.3.2.1.5.1 (standard MIB, RFC1514). Successful access should allow browsing of the MIB values on the MFP device.
- The MFP Scanner tests are MFP device dependent. Refer to the MFP device manufacturer information for available MIB OID definitions and desired response values.
- Note the xml element descriptions within the MFPdeviceconfig.xml file comments and review examples within the file.
- Create the desired MFP device scanner specific test elements.

### KFS MFP Device Configuration File

This .xml file contains the information required to create an MFP scanner specific test for a KFS MFP device.

#### Example File Contents :

```
<!--
//
//      Example Configuration file for Tungsten MFP Wizard Scanner tests.  This file is used by the KFS
MFP wizard.
//
//      Element          Description
//
//      vendorname       MFP vendor name, one entry per vendor
//      modeltype        MFP model name, one entry per model, must match model field for MFP device as
shown in KFS Admin Client
//      description      test description, required for a test
//      OID              object identifier from MFP device MIB, required for a test, MFP dependent
//      localport        local SNMP UDP bound port, required for a test, environment dependent
//      remotepoint      remote SNMP UDP listening port, required for a test, environment dependent
//      community        SNMP community string to authenticate SNMP, optional, environment dependent
//      operator         boolean operator evaluation (>,<, =, <=, >=, <>) optional, required if evaluating
a numeric threshold
//      threshold        numeric threshold value for evaluation, optional, required if evaluating a numeric
threshold
//      metric           metric name, optional, metric name must be defined in Metric manager.  Can be used
to record a numeric count.
//      attribute        metric attribute name, optional, always set to MFP Host Name
//      response         test response, required, either a string (no evaluation) or integer (must also
have a threshold evaluation)
//      timeout          test timeout, required
//
//      NOTE: Steps to add a new test entry
//
//      1) Verify the MFP Device MIB OID using a MIB browser tool
//      2) Verify SNMP protocol access to the MFP device from the KM Server using a MIB browser tool.
The test will timeout when running the KFS MFP wizard
//      if SNMP connectivity is not possible.
//      3) Create the appropriate element entries for the Vendor / Model - see the KFS Admin Client >
devices for Model information
//
-->
```



```

<Tungsten>
<vendor>
  <vendorname>Ricoh</vendorname>
  <model>
    <modeltype>RICOH Aficio SP 5200S PS3</modeltype>
    <test>
      <description>Check Scanner Status</description>
      <OID>1.3.6.1.4.1.367.3.2.1.2.2.11.0</OID>
      <localport>0</localport>
      <remoteport>161</remoteport>
      <community>public</community>
      <operator>=</operator>
      <threshold>1</threshold>
      <metric></metric>
      <attribute></attribute>
    <!--
    //
    //   Possible responses - 1 is Scanner available, 2 is Scanner unavailable
    //
    -->
      <response>1</response>
      <timeout>60</timeout>
    </test>
    <test>
      <description>Check for Scanner Error</description>
      <OID>1.3.6.1.4.1.367.3.2.1.2.2.13.0</OID>
      <localport>0</localport>
      <remoteport>161</remoteport>
      <community>public</community>
      <operator>=</operator>
      <threshold>0</threshold>
      <metric></metric>
      <attribute></attribute>
    <!--
    //
    //   Possible responses - no error (0), ADF feed error (2), hardware error (3), service call (4)
    //
    -->
      <response>0</response>
      <timeout>60</timeout>
    </test>
  </model>
  <model>
    <modeltype>Ricoh Aficio MP C300</modeltype>
    <test>
      <description>Check Scanner Status</description>
      <OID>1.3.6.1.4.1.367.3.2.1.2.2.11.0</OID>
      <localport>0</localport>
      <remoteport>161</remoteport>
      <community>public</community>
      <operator>=</operator>
      <threshold>1</threshold>
      <metric></metric>
      <attribute></attribute>
    <!--
    //
    //   Possible responses - 1 is Scanner available, 2 is Scanner unavailable
    //
    -->
      <response>1</response>
      <timeout>60</timeout>
    </test>
    <test>
      <description>Check for Scanner Error</description>
      <OID>1.3.6.1.4.1.367.3.2.1.2.2.13.0</OID>
      <localport>0</localport>
      <remoteport>161</remoteport>
      <community>public</community>
      <operator>=</operator>
      <threshold>0</threshold>
      <metric></metric>
      <attribute></attribute>

```

```

<!--
//
//     Possible responses - no error (0), ADF feed error (2), hardware error (3), service call (4)
//
-->
    <response>0</response>
    <timeout>60</timeout>
</test>
</model>
<model>
<modeltype>Ricoh Aficio MP 6001</modeltype>
<test>
    <description>Check Scanner Status</description>
    <OID>1.3.6.1.4.1.367.3.2.1.2.2.11.0</OID>
    <localport>0</localport>
    <remoteport>161</remoteport>
    <community>public</community>
    <operator>=</operator>
    <threshold>1</threshold>
    <metric></metric>
    <attribute></attribute>
<!--
//
//     Possible responses - 1 is Scanner available, 2 is Scanner unavailable
//
-->
    <response>1</response>
    <timeout>60</timeout>
</test>
<test>
    <description>Check for Scanner Error</description>
    <OID>1.3.6.1.4.1.367.3.2.1.2.2.13.0</OID>
    <localport>0</localport>
    <remoteport>161</remoteport>
    <community>public</community>
    <operator>=</operator>
    <threshold>0</threshold>
    <metric></metric>
    <attribute></attribute>
<!--
//
//     Possible responses - no error (0), ADF feed error (2), hardware error (3), service call (4)
//
-->
    <response>0</response>
    <timeout>60</timeout>
</test>
</model>
</vendor>
</Tungsten>

```

## Using the Tungsten Import Connector Wizard

The next sections will step through the options for each individual component of the Tungsten Import Connector (KIC) Wizard.

### Connectivity for KIC Platform

KIC platform machines available:

- KIC servers available
- Fax servers available
- Email servers available
- Web Service servers available
- Import folder servers available

- 1 Select the **Connectivity** component.
- 2 Select the test from the **Select what to test** drop down selection box.
- 3 Enter the **Host Name** of the target KIC server. Click **Next**.
- 4 Select **Run Test** to verify the test will run successfully.
- 5 Close the test result window. Select **Add Test** to create the test in the new Tungsten KIC Monitor.
- 6 Click **OK**
- 7 To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
- 8 Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
- 9 When all Tungsten KIC Wizard components are completed, select **Next**.
- 10 Select **Finish** to complete the Tungsten KIC Wizard. The remaining input settings for each Tungsten KIC Wizard component are reviewed in their respective sections.

## Platform for KIC

KIC platform available to process work:

- Check KIC services (message connector/KC plug-in)
- Check KIC server free disk space
- Check KIC archive folder access
- Check KIC windows event log
- Check KIC KC Plug-In log files size
- Check KIC web service access
- Check KIC web service accepting requests
- Check KIC message connector storage available
- Check KIC KC Plug-In connection status
- Check KIC message connector status
- Check KIC SMTP server

### Check KIC services:

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KIC computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target KIC computer.

**Service Names:** Enter or select the Windows Service Name for the desired Windows Service. Default values for KIC required services are prefilled.

### Check KIC Server free disk space

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KIC computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

### Check KIC archive folder

#### Input parameters

**Path:** Browse or enter the KIC archive folder file path (UNC share or local file path)

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

### Check KIC windows event log

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KIC computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Source Name:** Enter the source name of the log entry

**Event ID:** Enter the Event ID to be tested. If not known, leave blank.

**Event Type:** Select the type of event you want tested.

**Match Keywords in the Event Log:** If selected, then at least one of the keywords entered must match the Event Log message to be successful. If you do not select **Match Keywords in the Event Log**, then none of the entered keywords should match to be successful. (Optional)

**Keyword 1, Keyword 2, and Keyword 3:** Enter the keywords to match to the Event Log message. (Optional)

**Retrieve messages logged within the:** Enter an appropriate number of seconds.

Tungsten Monitor retrieves only those logs generated from zero seconds to the selected number of seconds.

You need to enter the number of seconds best fitting the events you are testing.

### Check KIC KC Plug-In log file size

#### Input parameters

**Path:** Browse or enter the file path (UNC share or local file path to ... \Documents and Settings\All Users\Application Data\Kofax\KIC-ED).

**Credentials:** Enter the authentication information for the target KIC computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Select or enter the appropriate threshold value for the log file size.

### Check KIC web service access

#### Input parameters

**Import WSDL URL:** Enter the URL for the KIC import wsdl. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Response:** Default response for KIC import wsdl.

### Check KIC web service accepting request

#### Input parameters

**Import Web Service URL:** Enter the URL for the KIC web service. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

### Check KIC message connector storage available

#### Input parameters

**Message Connector Web Service URL:** Enter the URL for the KIC message connector web service. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Threshold:** Select or enter the appropriate threshold value for the % of message storage available.

### Check KIC Plug-In connection status

#### Input parameters

**KC Plug-In Web Service URL:** Enter the URL for the KIC KC Plug-In web service. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>, the default KIC SSL Plug-In port is 8002.

## Check KIC message connector status

### Input parameters

**Message Connector Web Service URL:** Enter the URL for the KIC message connector web service. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

## Check KIC SMTP server

### Input parameters

**Server:** Enter the Host Name or IP Address of the target KIC computer with the message connector acting as an SMTP server.

**SMTP port:** Select or enter the appropriate message connector SMTP port number.

## Import Connector Server Metrics

KIC Operational throughput:

- Check KIC messages waiting counts by media type
- Check KIC messages failing count
- Check KIC license state

### Check KIC messages waiting counts by media type

#### Input parameters

**Message Connector Web Service URL:** Enter the URL for the KIC message connector web service. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Threshold:** Select or enter the appropriate threshold value for the number of messages waiting by media type.

### Check KIC messages failing count

#### Input parameters

**Message Connector Web Service URL:** Enter the URL for the KIC message connector web service. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Threshold:** Select or enter the appropriate threshold value for the number of failed messages.

### Check KIC license state

#### Input parameters

**KC Plug-In Web Service URL:** Enter the URL for the KIC KC Plug-In web service. Replace the <host> with the KIC web server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>, the default KIC SSL Plug-In port is 8002.

**License State:** Select either permanent or evaluation license type.

## Import Connector Import Folder Processing

Import Connector Import Folder Processing:

- Check Import Folder file age count
- Check Import Folder total file count
- Check Import Folder server disk space

### Check Import Folder file age count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target windows based import folder server.

**Path:** Browse or enter the import folder file path (UNC share or local file path).

**Credentials:** Enter the authentication information for the target import folder computer. The windows account should have local administrator rights on the target computer.

**Date and Time:** Select the date and time interval to filter the import folder files.

**Number of Files:** Select or enter the threshold for the number of files.

### Check Import Folder total file count

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target windows based import folder server.

**Path:** Browse or enter the import folder file path (UNC share or local file path).

**Credentials:** Enter the authentication information for the target import folder computer. The windows account should have local administrator rights on the target computer.

**Number of Files:** Select or enter the threshold for the total number of files.

### Check Import Folder Server Disk Space

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target windows based import folder server.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.



## Import Connector Email Processing

Import Connector Email Processing:

- Check Email access
- Check Email folder for number of items

### Check Email access

#### Input parameters

**Select Protocol:** Select either IMAP or POP3 protocol interface for the mail server.

**Mail Server:** Enter the mail server host name or ip address and port number.

**Credentials:** Enter the email account access information – email address and password.

**Mail Folder:** Select or enter the mail folder.

**Use SSL (optional):** Check if using a SSL connection to mail server.

### Check Email Folder for number of items

#### Input parameters

**Select Protocol:** Select either IMAP or POP3 protocol interface for the mail server.

**Mail Server:** Enter the mail server host name or ip address and port number.

**Credentials:** Enter the email account access information – email address and password.

**Mail Folder:** Select or enter the mail folder.

**Threshold:** Enter the appropriate threshold value for the maximum number of mail folder items.

**Use SSL (optional):** Check if using a SSL connection to mail server.

## Import Connector Fax Processing

Import Connector Fax Processing:

- Check Fax FOIP server port
- Check Fax Server disk space

### Check Fax FOIP Server Port

#### Input parameters

**Server:** Enter the Fax server host name or ip address.

**UDP Port:** Select or enter the FOIP UDP Port (default is 5060).

### Check Fax Server Disk Space

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target windows based Fax Server.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

## Using the Tungsten Reporting Wizard

The next sections will step through the options for each individual component of the Tungsten Reporting (KR) Wizard.

### Connectivity for KR Platform

KR platform machines available:

- WSA (web service architecture) application sender servers can be pinged
- WSA central site receiver servers can be pinged
- ESB servers can be pinged
- ETL agent server can be pinged
- Staging database server can be pinged
- Warehouse database server can be pinged

- 1 Select the **Connectivity** component.
- 2 Select the test from the **Select what to test** drop down selection box.
- 3 Enter the **Host Name** of the target KR server. Click **Next**.
- 4 Select **Run Test** to verify the test will run successfully.
- 5 Close the test result window. Select **Add Test** to create the test in the new Tungsten KR Monitor.
- 6 Click **OK**
- 7 To add more tests for this same connectivity component, select **Back**, and repeat steps 1-6 for the new test. If no more tests to add, click **Next**. The Next Step Panel is displayed.
- 8 Select **Add more Tests to** return to the component selection panel. Use this same flow to verify and add individual test for each component.
- 9 When all Tungsten KR Wizard components are completed, select **Next**.
- 10 Select **Finish** to complete the Tungsten KR Wizard. The remaining input settings for each Tungsten KR Wizard component are reviewed in their respective sections.

## Platform for KR

KR platform available to process work:

- Check KR central site services
- Check KR application sender services
- Check KR ETL agent services
- Check Message Queue (MSMQ) KR central site server service
- Check Message Queue (MSMQ) KR application sender server service
- Check KR central site server free disk space
- Check KR ETL server free disk space
- Check KR central site receiver status
- Check KR application sender status
- Check KR central site server windows event log
- Check KR application receiver windows event log
- Check KR ETL server windows event log
- Check KR ETL log files error count

### Check KR central site services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target KR computer.

**Service Names:** Enter or select the Windows Service Name for the desired Windows Service. Default values for KR required services are prefilled.

### Check KR application sender services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target KR computer.

**Service Names:** Enter or select the Windows Service Name for the desired Windows Service. Default values for KR required services are prefilled.

### Check KR ETL agent services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target KR computer.

**Service Names:** Enter or select the Windows Service Name for the desired Windows Service. Default values for KR required services are prefilled.

## Check Message Queue (MSMQ) KR central site server service

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target KR computer.

**Service Names:** Enter or select the Windows Service Name for the desired Windows Service. Default values for KR required MSMQ services are prefilled.

## Check Message Queue (MSMQ) KR application sender server service

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the windows authentication information for the target computer. The windows account should have local administrator rights on the target KR computer.

**Service Names:** Enter or select the Windows Service Name for the desired Windows Service. Default values for KR required MSMQ services are prefilled.

## Check KR central site server free disk space

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

## Check KR ETL server free disk space

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Drive:** Enter the appropriate drive letter.

**Threshold:** Enter the appropriate threshold value.

## Check KR central site receiver status

### Input parameters

**URL:** Enter the URL for the KR server status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

## Check KR application sender status

### Input parameters

**URL:** Enter the URL for the KR server status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

## Check KR central site server windows event log

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Source Name:** Enter the source name of the log entry

**Event ID:** Enter the Event ID to be tested. If not known, leave blank.

**Event Type:** Select the type of event you want tested.

**Match Keywords in the Event Log:** If selected, then at least one of the keywords entered must match the Event Log message to be successful. If you do not select **Match Keywords in the Event Log**, then none of the entered keywords should match to be successful. (Optional)

**Keyword 1, Keyword 2, and Keyword 3:** Enter the keywords to match to the Event Log message. (Optional)

**Retrieve messages logged within the:** Enter an appropriate number of seconds.

Tungsten Monitor retrieves only those logs generated from zero seconds to the selected number of seconds. You need to enter the number of seconds best fitting the events you are testing.

## Check KR application sender server windows event log

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Source Name:** Enter the source name of the log entry

**Event ID:** Enter the Event ID to be tested. If not known, leave blank.

**Event Type:** Select the type of event you want tested.

**Match Keywords in the Event Log:** If selected, then at least one of the keywords entered must match the Event Log message to be successful. If you do not select **Match Keywords in the Event Log**, then none of the entered keywords should match to be successful. (Optional)

**Keyword 1, Keyword 2, and Keyword 3:** Enter the keywords to match to the Event Log message. (Optional)

**Retrieve messages logged within the:** Enter an appropriate number of seconds.

Tungsten Monitor retrieves only those logs generated from zero seconds to the selected number of seconds. You need to enter the number of seconds best fitting the events you are testing.

## Check KR ETL server windows event log

### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR computer. Use a '.' for the computer name if a local computer.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Source Name:** Enter the source name of the log entry

**Event ID:** Enter the Event ID to be tested. If not known, leave blank.

**Event Type:** Select the type of event you want tested.

**Match Keywords in the Event Log:** If selected, then at least one of the keywords entered must match the Event Log message to be successful. If you do not select **Match Keywords in the Event Log**, then none of the entered keywords should match to be successful. (Optional)

**Keyword 1, Keyword 2, and Keyword 3:** Enter the keywords to match to the Event Log message. (Optional)

**Retrieve messages logged within the:** Enter an appropriate number of seconds.  
Tungsten Monitor retrieves only those logs generated from zero seconds to the selected number of seconds. You need to enter the number of seconds best fitting the events you are testing.

## Check KR ETL log files error count

### Input parameters

**Optional Server Name:** Reserved for future use, *do not* enter the server name.

**Log File Name:** Browse or enter the file path (UNC share or local file path to:  
C:\ProgramData\Kofax\Reporting\ KofaxReportingETLAgent\Log \KfxReporting\_ETL\_Agent.log

**Credentials:** Enter the authentication information for the target KR computer. The windows account should have local administrator rights on the target computer.

**Search for:** Enter a search string using simple text or a search string using regular expressions. The default value of ERROR | WARN will count all log records with an ERROR or WARN status.

**Filter by records older than:** Select a search range by time in minutes. The date time regular expression is used to find the date time in the log record, then the date time pattern is used to parse the date time string. Both are required and the defaults are set for the KfxReporting\_ETL\_Agent.log format.

**Maximum number of errors:** Select the maximum number of search string matches to return. A -1 (default) indicates unlimited number of search string matches indicating an error.

## Database

KR database availability

- Check KR database services
- Check KR database is responding to query
- Check KR database size

### Check KR database services

#### Input parameters

**Computer Name:** Enter the Host Name or IP Address of the target KR database computer.

**Credentials:** Enter the authentication information for the target computer. The account should have local administrator rights on the target computer.

**Database Provider:** Select the KR database type – SQL Server or Oracle. SQL server is the default database provider.

**Service Names:** Enter or select the Windows Service Name for the desired Database Service. Default values for the selected database type are prefilled.

### Check KR database is responding to query

#### Input parameters

**Database Settings:** Select the ODBC DSN, and then enter the correct ODBC DSN Name and authentication information for the KR Database. The ODBC DSN should be previously defined as discussed in the *Using the Tungsten Reporting Wizard* section.

Check using windows impersonation if not using SQL authentication.

### Check KR database size

#### Input parameters

**Database Settings:** Select the ODBC DSN, and then enter the correct ODBC DSN Name and authentication information for the KR Database. The ODBC DSN should be previously defined as discussed in the *Using the Tungsten Reporting Wizard* section.

Check using windows impersonation if not using SQL authentication.

**Threshold:** Enter the appropriate threshold value.



## Reporting Metrics

KR operational throughput and exceptions:

- Check WSA central site receiver inbound active messages
- Check WSA central site receiver inbound processed messages
- Check WSA central site receiver outbound active messages
- Check WSA central site receiver outbound processed messages
- Check WSA application sender inbound active messages
- Check WSA application sender inbound processed messages
- Check WSA application sender outbound active messages
- Check WSA application sender outbound processed messages
- Check Message Queue (MSMQ) KR central site performance
- Check Message Queue (MSMQ) KR application sender performance

### Check WSA central site receiver inbound active message count

#### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

### Check WSA central site receiver inbound processed message count

#### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

### Check WSA central site receiver outbound active message count

#### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

### Check WSA central site receiver outbound processed message count

#### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

## Check WSA application sender inbound active message count

### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

## Check WSA application sender inbound processed message count

### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

## Check WSA application sender outbound active message count

### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

## Check WSA application sender outbound processed message count

### Input parameters

**URL:** Enter the URL for the KR message status. Replace the <host> with the KR server name and <port> with port number (if not default port). If SSL connection, use URL format https://<host>:<ssl port>.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Threshold:** Enter the appropriate threshold value. The default is less than 100 messages.

## Check Message Queue (MSMQ) KR central site performance

### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target KR Central Site computer running MSMQ.

**Comparison Test:** Make a selection to be used for test comparison from the drop-down list.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Output Metric:** If using Dashboard Metrics, select the desired KR MSMQ predefined metric.

**Performance Counters:** Select 'refresh counters' button to populate the grid with MSMQ performance counter information. Select the check box next to Property by choosing the appropriate Entry to be used in this test for testing either Bytes or Messages in the selected MSMQ Queue.

## Check Message Queue (MSMQ) KR application sender performance

### Input parameters

**Host Name:** Enter the Host Name or IP Address of the target KR Central Site computer running MSMQ.

**Comparison Test:** Make a selection to be used for test comparison from the drop-down list.

**Credentials:** Enter the authentication information for the target computer. The windows account should have local administrator rights on the target computer.

**Output Metric:** If using Dashboard Metrics, select the desired KR MSMQ predefined metric.

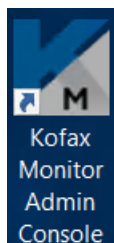
**Performance Counters:** Select 'refresh counters' button to populate the grid with MSMQ performance counter information. Select the check box next to Property by choosing the appropriate Entry to be used in this test for testing either Bytes or Messages in the selected MSMQ Queue.

## Using Dashboard Metrics – Tungsten Capture Example

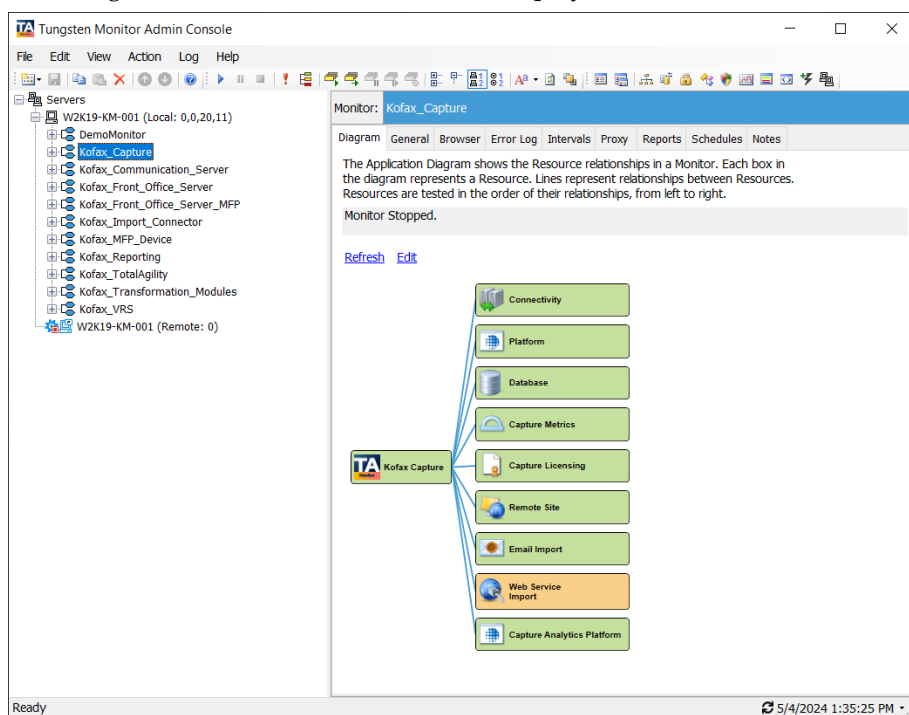
The next sections will step through an example of creating a Tungsten Capture based dashboard metric.

### Define the metric evaluation

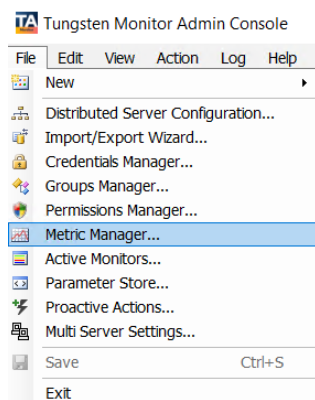
- 1) Install the Tungsten Monitor base dashboard metrics – see the *Tungsten Monitor Install and Setup Guide*, 'Installing Dashboard Metrics' section.
- 2) At the Tungsten Monitor Server, start the Tungsten Monitor Admin Console by clicking the Tungsten Monitor Admin Console icon on the desktop.



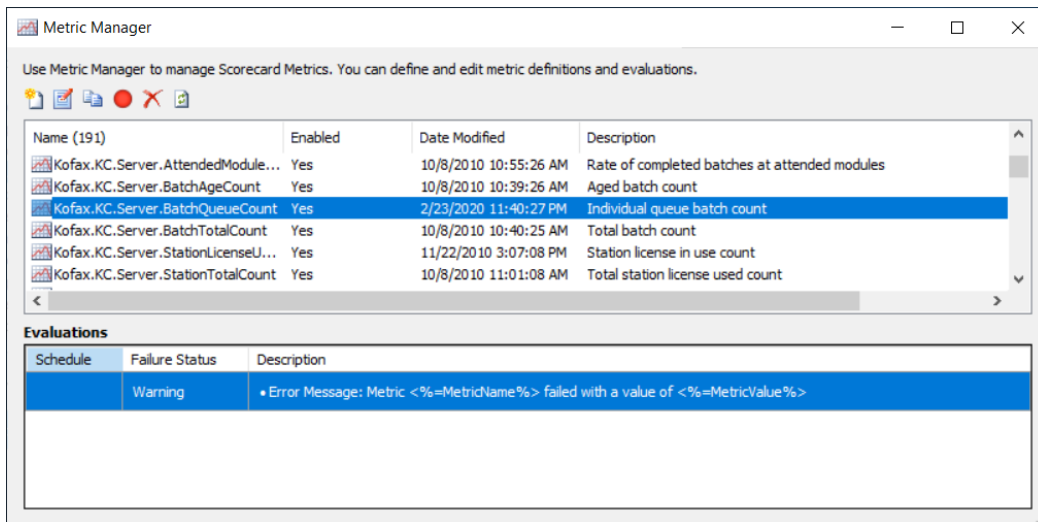
The Tungsten Monitor Admin Console is displayed:



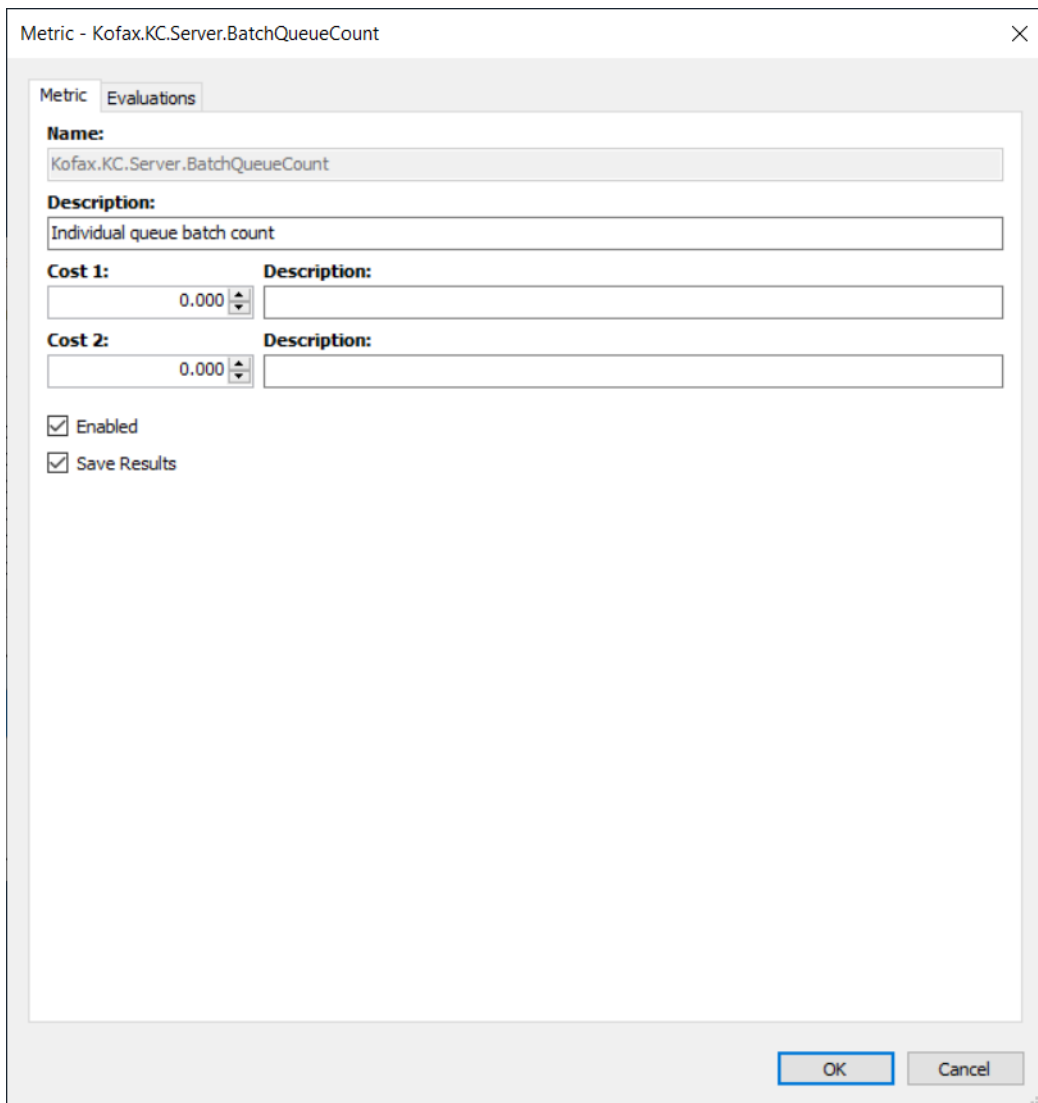
- 3) Select **Metric Manager** from the Tungsten Monitor Admin Console File menu.



- 4) For this example, select the Individual queue batch count metric.



- 5) Update the metric description information and optionally assign a unit cost value and cost description. For example, the cost can be used to indicate the unit cost of processing a batch in the assigned queue.



- 6) Select the **Evaluations** tab and define a metric evaluation. For this example, evaluation 1 is to alert if the Scan Queue has more than 2 batches in its queue. For more information metric evaluations, see the Tungsten Monitor Admin console online help, 'Creating a new metric' section.

Metric - Kofax.KC.Server.BatchQueueCount

Metric Evaluations

1

**Failure Status**  
Warning

**Error Message**  
Metric <%=MetricName%> failed with a value of <%=MetricValue%>

☐ Schedule

☒ **Attribute Filter**  
Queue=Scan

☐ Test Expression

☐ Test Min Value

☒ **Test Max Value** 2.000

☐ Test Average Value

☐ Test Change In Value

☐ Test Last N times

Test Max Value  
If set, the Evaluation will fail if the Metric value is greater than the specified maximum value.

OK Cancel

- 7) Click **OK** to save the updated metric. The updated evaluation should display for the metric.

Metric Manager

Use Metric Manager to manage Scorecard Metrics. You can define and edit metric definitions and evaluations.

Name (191)	Enabled	Date Modified	Description
Kofax.KC.RemoteSite.BatchTotal...	Yes	10/8/2010 11:12:14 AM	Batch total count at remote site
Kofax.KC.RemoteSite.PollingError...	Yes	10/8/2010 11:12:33 AM	Polling error count of remote site
Kofax.KC.Server.AttendedModule...	Yes	10/8/2010 10:53:38 AM	Completed batches at attended modules
Kofax.KC.Server.AttendedModule...	Yes	10/8/2010 10:55:26 AM	Rate of completed batches at attended modules
Kofax.KC.Server.BatchAgeCount	Yes	10/8/2010 10:39:26 AM	Aged batch count
Kofax.KC.Server.BatchQueueCount	Yes	2/23/2020 11:43:16 PM	Individual queue batch count

**Evaluations**

Schedule	Failure Status	Description
	Warning	<ul style="list-style-type: none"> <li>Maximum Value: 2</li> <li>Attribute Filter: Queue=Scan</li> <li>Error Message: Metric &lt;%=MetricName%&gt; failed with a value of &lt;%=MetricValue%&gt;</li> </ul>

## Add the metric to the Tungsten Capture Monitor test

- 1) Using the Tungsten Capture Wizard, select Capture Metrics component, and then 'Queue counts are too high or too low' test. Complete the settings as appropriate for the test. See the previous section 'Using the Tungsten Capture Wizard' for detailed information.

**Tungsten Capture Wizard**

**Capture Metrics**

**Select what to test:**  
Queue counts are too low or too high

**Database Settings:**  
[None]

**Site Name:**

☐ Batch Class Options...

**Host Name:**

**Object Identifier (OID):**  
1.3.6.1.4.1.21812.3.1.1.1.2.2

**Local Port:**  
0

**Remote Port:**  
161

**Community:**  
public

**Thresholds:**

	Name	Low	High
▶	Scan	0	100
	Quality Control	0	100
	Recognition Server	0	100
	Validation	0	100

**Description**  
Verify Capture operating metrics.

< Back   Next >   Cancel

- 2) Before adding the test to the monitor, verify the 'output to metric' selection is checked. This will save the test result as a metric value and the metric evaluation will override the test evaluation (assuming the metric is enabled).

**Tungsten Capture Wizard**




**TUNGSTEN AUTOMATION**

**Test Definition**


**Resource Name:**  
Capture Metrics

**Test Description:**  
Check Individual Queue Counts

**Expected Response:**  
OK

 Run Test  Add Test  Timeout: 60 Second(s)

☐ Turn On Debug Messages  
☐ Output Metric

 Kofax.KC.Server.BatchQueueCount

**Description**  
Define, Run and Add your Test.  
You can define multiple Tests, and specify the Resource associated with your Test.

< Back Next > Cancel

- 3) Complete the Tungsten Capture monitor.
- 4) Start the Tungsten Capture Monitor to have the monitor tests collect the metric data.



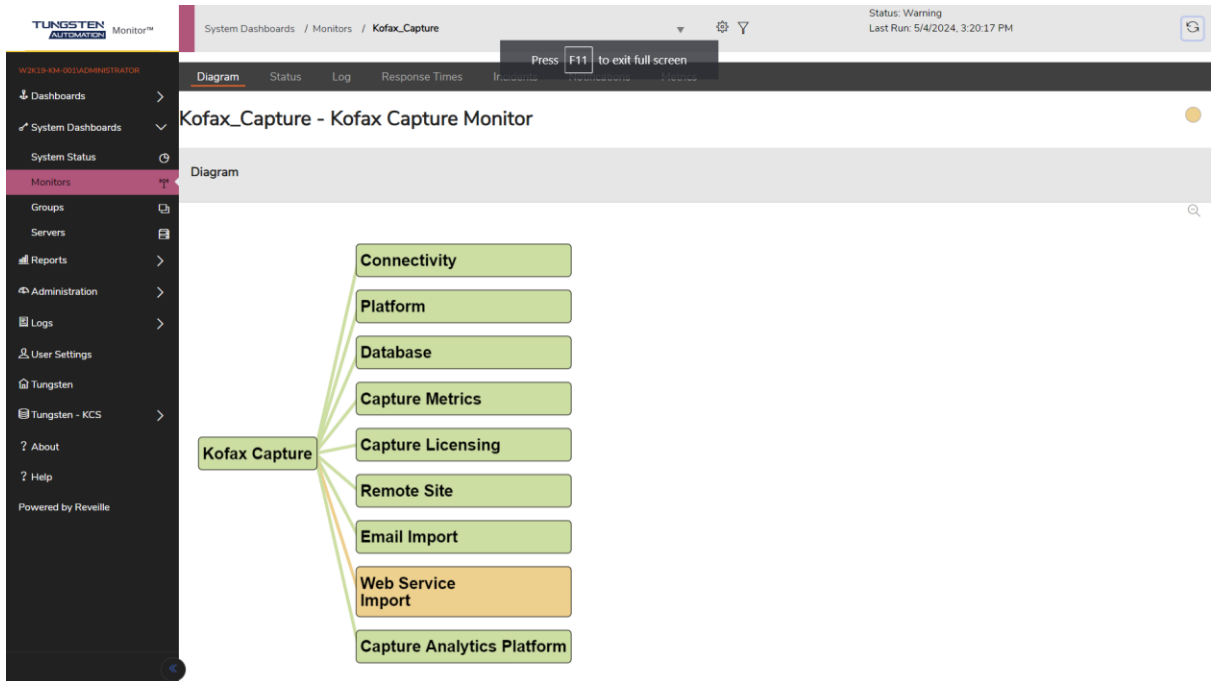
## Viewing a metric

There are several ways to view the metric values:

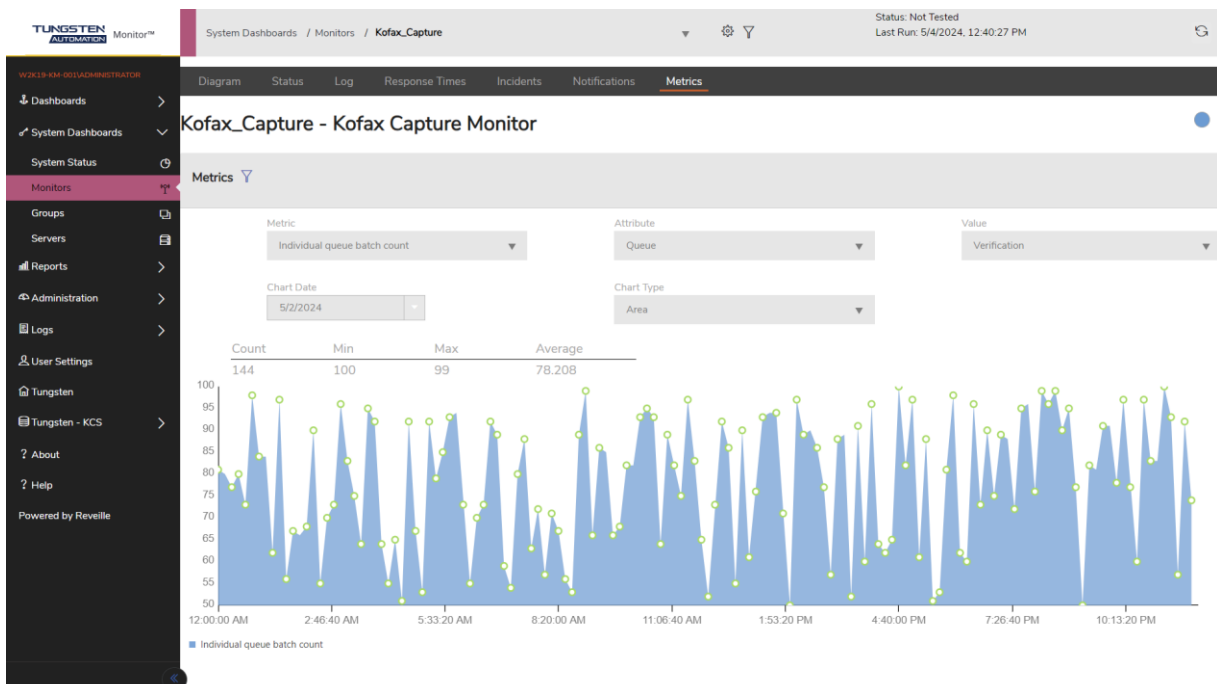
1. Individual view using the Monitor Metric tab
2. Detailed comparison view using Dashboard metrics

### Monitor Metric tab:

- 1) To view the Individual Queue Count metric, select the monitor in the Tungsten Monitor User Console.

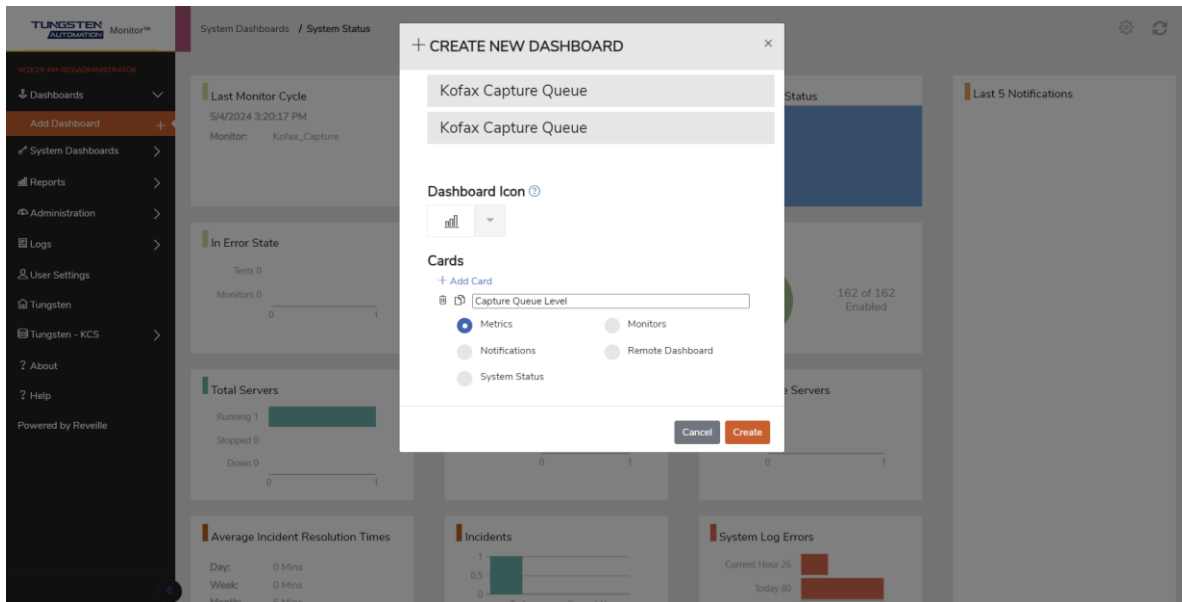


- 2) Next select the **Metrics** tab. In the Metric drop down, select the *Tungsten.KC.Server.BatchQueueCount* metric, the *Queue* attribute, and the *Scan* value to display the Scan queue counts for the desired date.

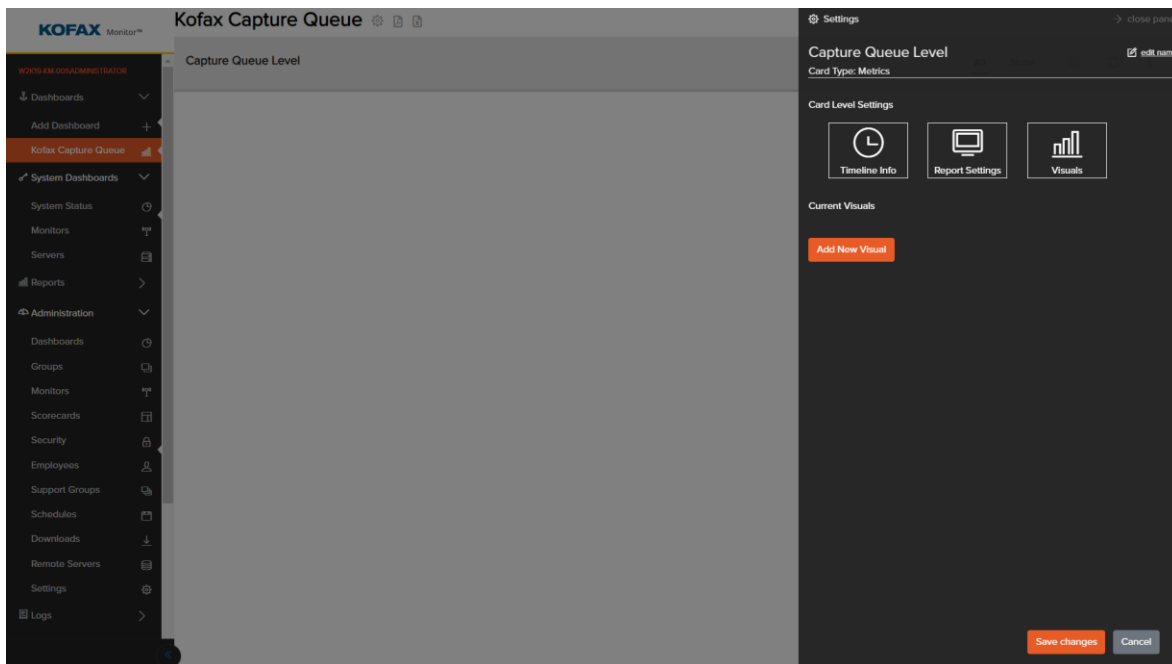


## Viewing a Dashboard

- 1) To create a Dashboard, select Dashboard under the Administration tree in the Tungsten Monitor User Console.



- 2) Select **Create Dashboard**. Complete the information for a new Dashboard view as shown above. Click **Create**. Then select the created Dashboard name under the Dashboard tree. In the example below we will create chart views for the Export and Validation Queue levels.



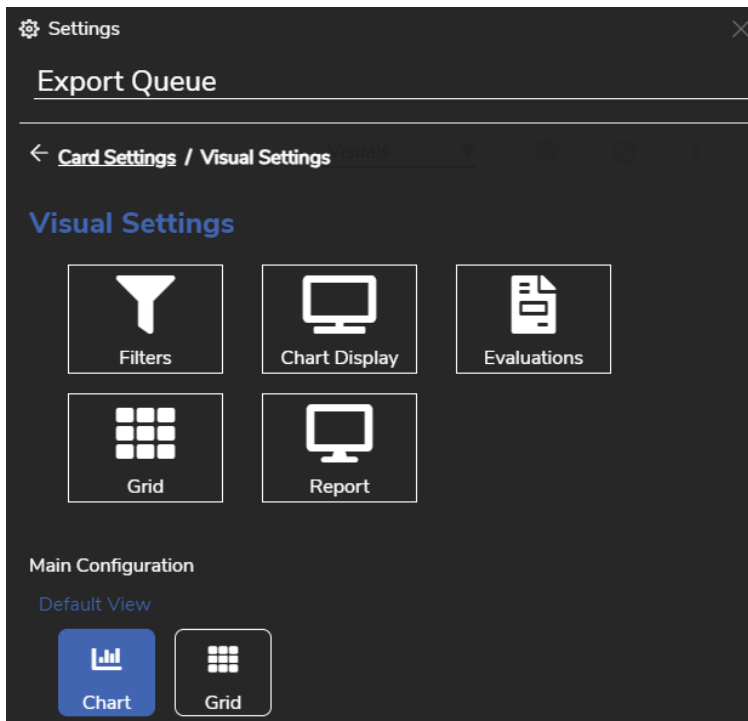
- 3) Select the **Gear** settings icon, then select **Timeline**. Enter the desired Dashboard Timeline settings. Click **Save changes**.

The screenshot shows a settings panel titled 'Capture Queue Level' with a 'close panel' button in the top right. Below the title is a 'Card Type: Metrics' label and an 'edit name' link. The 'Timeline' tab is selected, indicated by a blue underline. Under 'Card Level Settings', there is a 'Set Refresh' link. The 'Refresh Every' dropdown is set to 'none'. At the bottom, there are three buttons: 'Today', 'Last...' (which is highlighted in blue), and 'From/To'. Below these buttons, a range of '2 days' is displayed with a dropdown arrow.

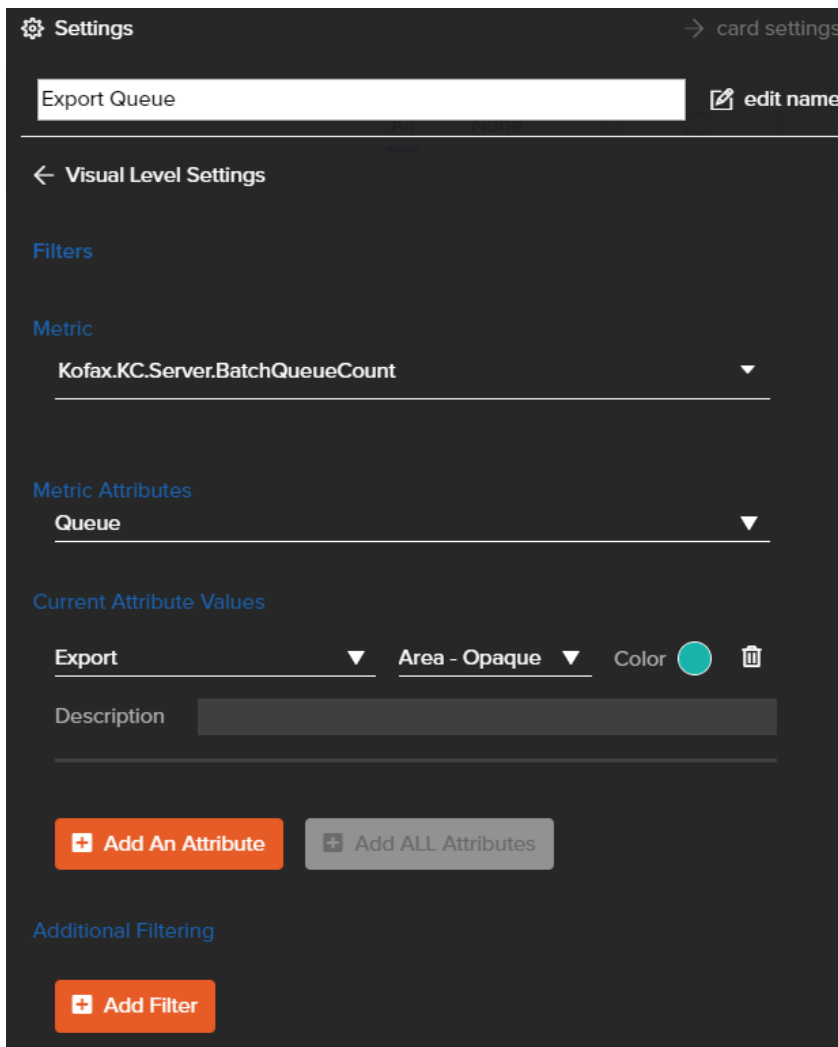
- 4) Select the **Add New Visual**, then **Edit New Visual**.

The screenshot shows the same 'Capture Queue Level' settings panel. The 'Card Level Settings' section is visible, containing three icons: a clock for 'Timeline Info', a monitor for 'Report Settings', and a bar chart for 'Visuals'. Below this is the 'Current Visuals' section, which includes a 'New Visual' label, a set of icons (edit, copy, delete, refresh), and an 'Edit New Visual' button. At the bottom left, there is an orange 'Add New Visual' button.

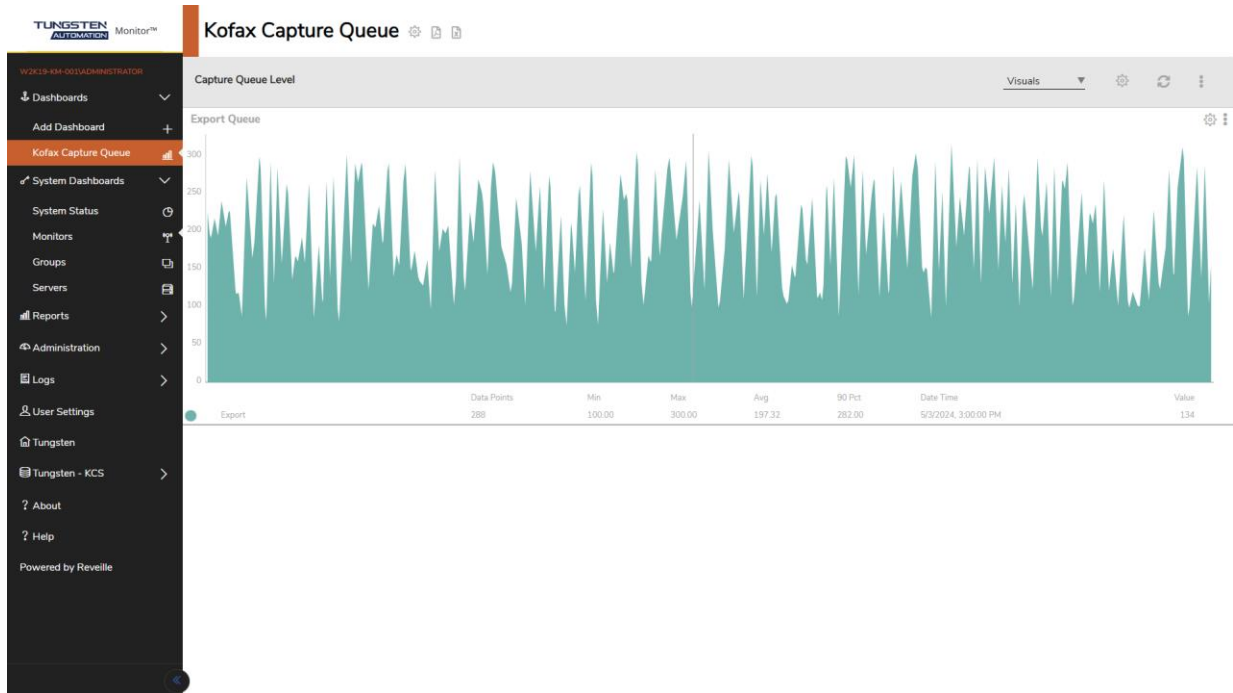
- 5) Select **edit name** and enter the visual name.



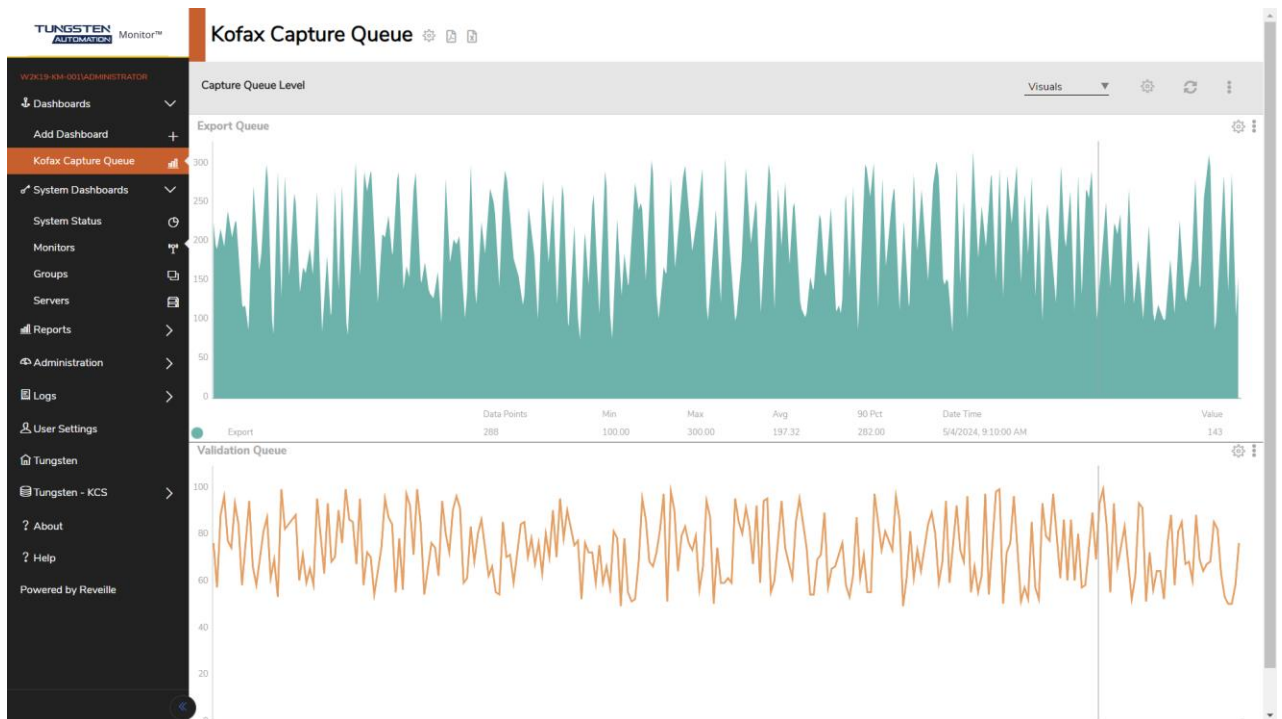
- 6) Select **Filtering** and select the *Tungsten.KC.Server.BatchQueueCount* metric, the Queue attribute, and Export as the Attribute Value. Select desired chart type and color. Click **Save changes**.



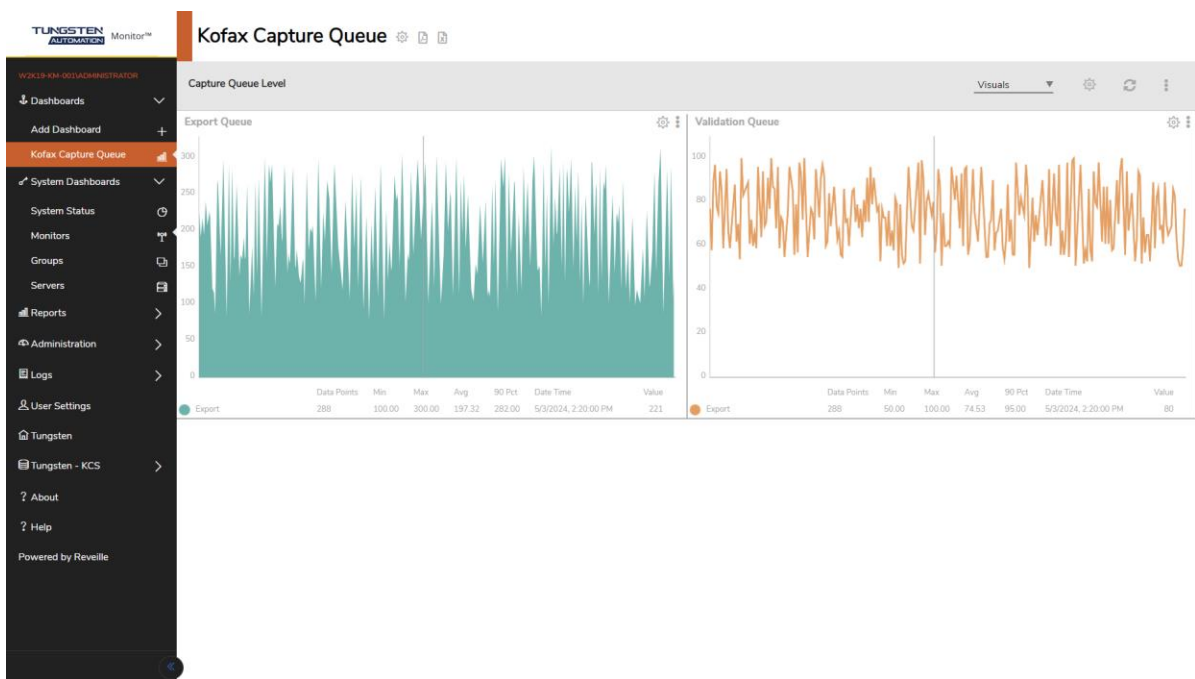
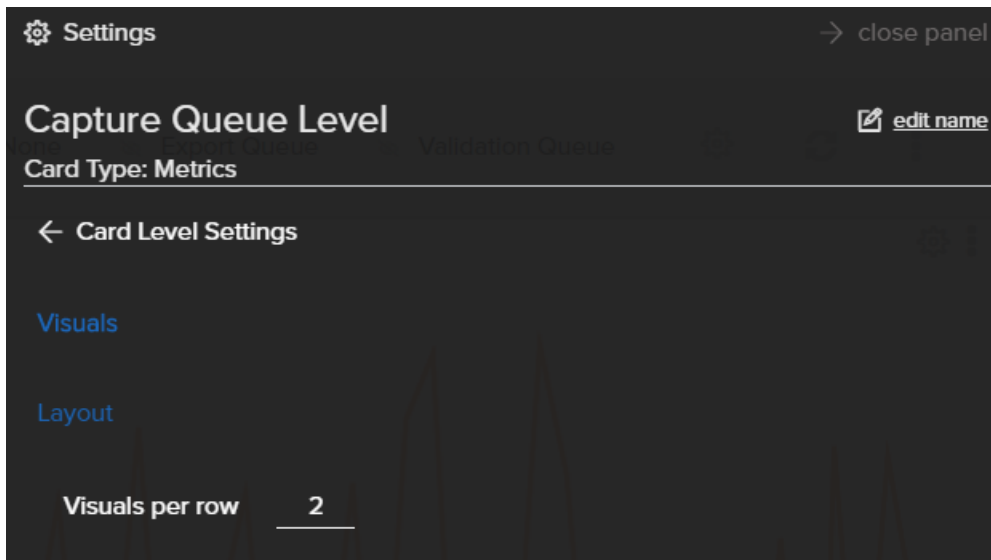
7) The Export Queue visual will now display in the dashboard.



8) Repeat the same steps to add the Validation Queue visual.



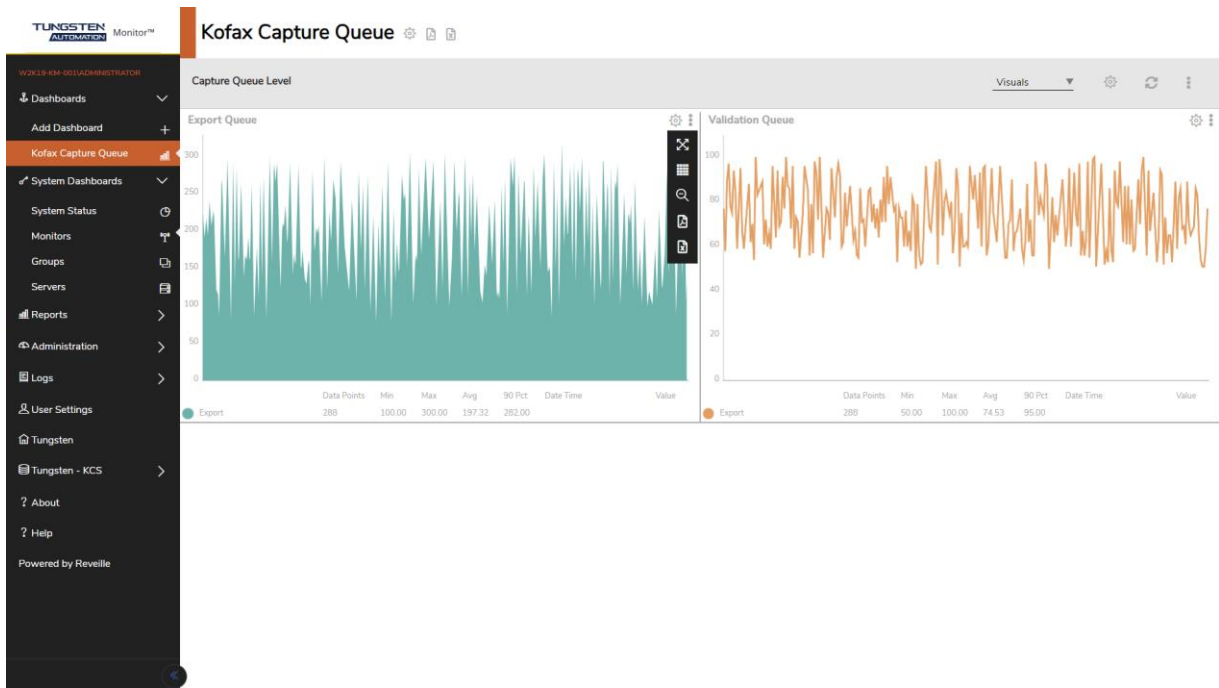
- 9) Use the Visual Card Level Settings option to display multiple visuals on a single visual row.



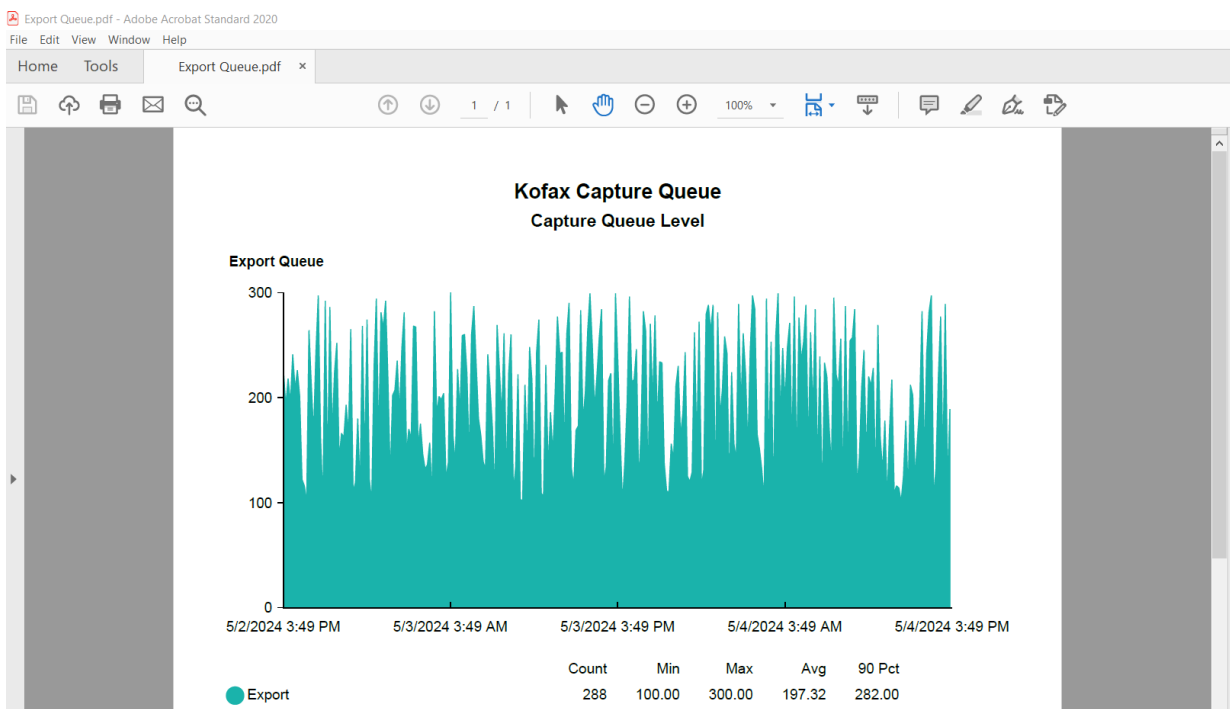
## Viewing a Dashboard report

To view a Dashboard report:

- 1) Select the Dashboard under the Dashboard tree in the Tungsten Monitor User Console. Then select the **menu option** (3 dots) next to the Gear settings icon.



- 2) Next select either the Grid, PDF, or Excel data export icon. A PDF report example is below.



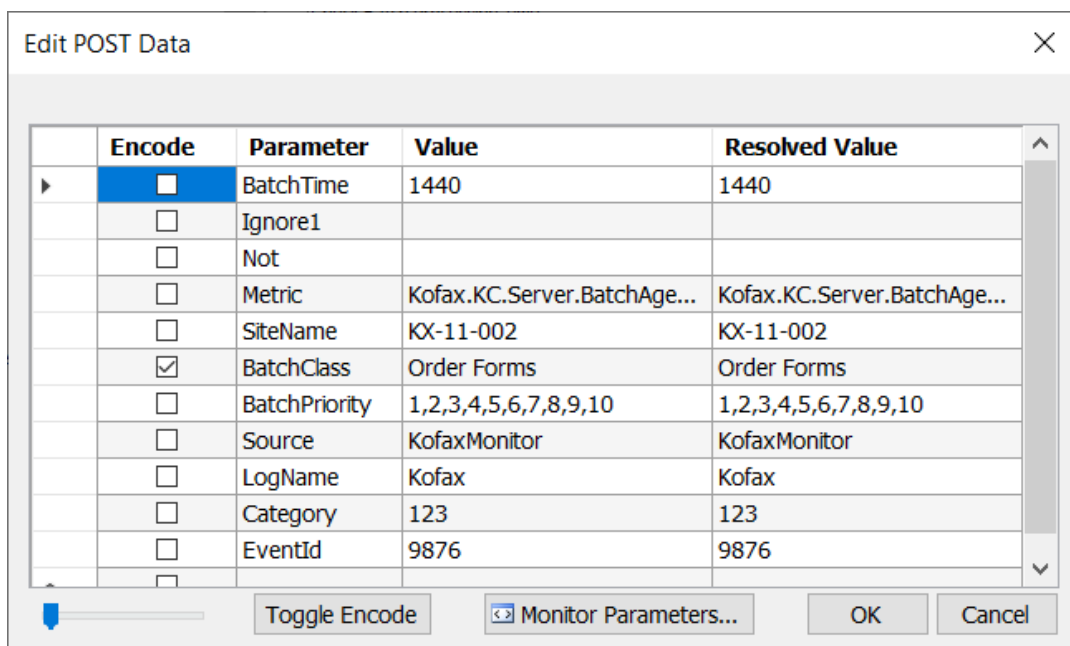
## Tailoring Tungsten Monitor Event Log Notifications

Tungsten Monitor notifications can be written to a windows event log. Specific windows' event log values can be changed at the individual Tungsten Monitor test level, allowing increased granularity during keyword processing of windows event log events.

The following window event log values for a Tungsten Monitor test can be changed:

- Source = <ComputerName> of the Tungsten Monitor server
- Windows Log Name = Tungsten
- Category = 999
- EventId = 9999

The above window event log parameters can be overridden by setting the value in a test's POST data field as shown below:




The screenshot shows a dialog box titled "Edit POST Data" with a close button (X) in the top right corner. Inside the dialog is a table with five columns: "Encode", "Parameter", "Value", and "Resolved Value". The table contains several rows of parameters, with the "BatchClass" row highlighted. Below the table are buttons for "Toggle Encode", "Monitor Parameters...", "OK", and "Cancel".

	Encode	Parameter	Value	Resolved Value
▶	<input type="checkbox"/>	BatchTime	1440	1440
	<input type="checkbox"/>	Ignore1		
	<input type="checkbox"/>	Not		
	<input type="checkbox"/>	Metric	Kofax.KC.Server.BatchAge...	Kofax.KC.Server.BatchAge...
	<input type="checkbox"/>	SiteName	KX-11-002	KX-11-002
	<input checked="" type="checkbox"/>	BatchClass	Order Forms	Order Forms
	<input type="checkbox"/>	BatchPriority	1,2,3,4,5,6,7,8,9,10	1,2,3,4,5,6,7,8,9,10
	<input type="checkbox"/>	Source	KofaxMonitor	KofaxMonitor
	<input type="checkbox"/>	LogName	Kofax	Kofax
	<input type="checkbox"/>	Category	123	123
	<input type="checkbox"/>	EventId	9876	9876

The resulting windows application Tungsten event log entry reflecting the above parameter changes for an alert notification is as follows:



**Kofax**
Number of events: 1

Level	Date and Time	Source	Event ID	Task Category
 Error	2/24/2020 1:58:37 AM	KofaxMonitor	9876	(123)

**Event 9876, KofaxMonitor**
✕

General
Details

The following error occurred on Kofax\_Capture / Capture Metrics (Check Batch Processing Time) at 2/24/2020 1:58:29 AM EST :

'Error: At SiteName KX-11-002 are 6 batches for batch class names Order Forms with batch priority 5, exceeding the threshold of 1440 minutes in batch processing.  
Batch names include: 1/28/2018 10:56:33 AM, 1/28/2018 10:58:27 AM, 1/28/2018 11:21:42 AM, 4/9(URL=http://localhost/ReveilleTests/Kofax/CheckBatchTime.aspx?Timeout=60  
&SQL=Kofax\_SQLCheckBatchTime\_Class\_v11.sql&DSN=KC11DB&UserID=E-KC11DB&Password=&Debug=1)

Log Name: Kofax
Source: KofaxMonitor
Logged: 2/24/2020 1:58:37 AM

Event ID: 9876
Task Category: (123)

Level: Error
Keywords: Classic

User: N/A
Computer: W2K19-KM-001

OpCode:

More Information: [Event Log Online Help](#)

# Tungsten Monitor – Tungsten Communications Server Use Cases

The next section describes common Tungsten Monitor use cases for common KCS operating scenarios.

## Configuring a notification (alert)

One of the key features of Tungsten Monitor is to send notifications, also known as alerts. Here is a summary overview on how to configure and find the information.

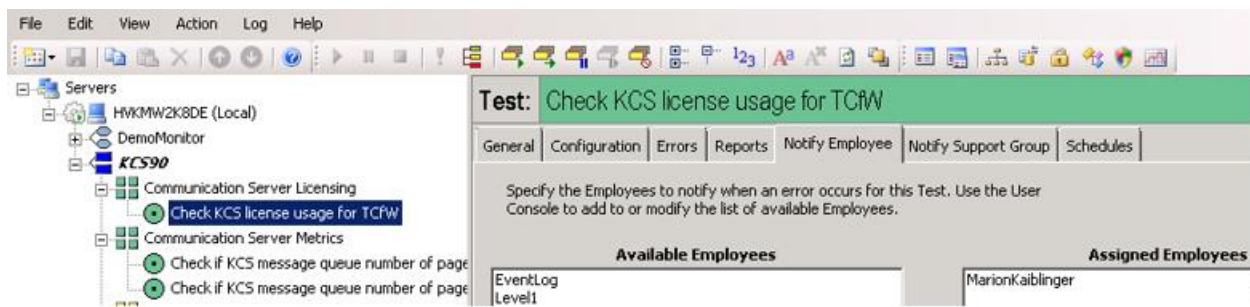
1. Start the Tungsten Monitor User Console and configure the email address for the Tungsten Monitor users

The screenshot shows the 'Add a New Employee' form in the Tungsten Monitor User Console. The form is titled 'Add a New Employee' and is located under the 'Administration / Employees / Properties' path. The form includes fields for Employee Name, Employee Id, Email Address, Email Priority, Work Phone Number, Home Phone Number, Cell Phone Number, SMS Email Address, Notification Method (set to Email), Device Pin Number / Alert Address, and Suppress New Notification Interval (set to 0). There are also five custom fields (Custom Field 1 to Custom Field 5). At the bottom, there are checkboxes for 'Notify When Available', 'Notify On Warning', 'Notify On Bad', 'Notify On Severity 1', 'Notify On Severity 2', 'Notify On Severity 3', 'Notify On Severity 4', and 'Notify On Severity 5'. The 'Save' and 'Close' buttons are at the bottom right.

2. Start the Tungsten Monitor Admin Console:

The screenshot shows the 'Alert Settings' tab in the Tungsten Monitor Admin Console. The 'Server' is 'HVKMW2K8DE (Local)'. The 'Alert Settings' section includes a description: 'Enter the Sender's e-mail address to use for any alert notifications, and specify where to send application error notifications.' The 'From:' field is 'KM@tqa-link.topcall.co.at'. The 'To:' section has a checked 'E-mail recipient' checkbox and a dropdown menu showing 'MarionKaiblinger'. There are also checkboxes for 'Remote Windows event log' and 'Local Windows event log'. A 'Test' button is at the bottom right. The 'Mail Server Settings (Optional)' section includes a description: 'By default, the local IIS SMTP Server is used to send mail using port 25. To use a different SMTP Server, specify its settings below.' The 'Server Address:' field is '10.20.0.97'.

3. Enable E-mail recipient and select the recipient form the user console.
4. Assign for each "test" the user who should get the email notification:



## Licensing

As a KCS system administrator you want to be informed if licenses are going to be fully consumed, so I have the possibility to extend the licenses.

For this you can use the "Tungsten Communication Server" Wizard for "Communication Server Licensing":

1. Open the Tungsten Monitor Admin Console
2. Add a new test with the wizard
3. Select "Tungsten Communication Server Wizard"
4. Press next
5. Select "Communication Server Licensing"

Example a): You want to be informed if one of the **user based licenses** of the Microsoft Exchange Integration, Lotus Notes Integration, KCS Client f. Windows, KCS Player or KCS Web are fully consumed:

- TCfW User: License Type = TC/TCFW.
- KCS: Maximum TCfW License 10, Actual 10 used licenses.
- KM: Set Minimum e.g. 1, Maximum to 9.
- Result: With 10 licenses used, there be an error as the maximum limit is reached.

KM Configuration:

### Communication Server Licensing

**Select what to test:**

Number of KCS license registrations are too high or too low

**Computer Name:**

vmkmr2-cockpit

**Credentials:**

vmkmr2-cockpit\_admin

**KCS Server:**

at01t0pri

**License Type:**

TC/TCFW

**Minimum Threshold:**

1 (minimum number of licenses)

**Maximum Threshold:**

9 (maximum number of licenses)


**Test Definition**

**Web Server Performing Test:**  
localhost


**Resource Name:**  
Communication Server Licensing

**Test Description:**  
Check KCS license usage

**Expected Response:**  
WMI TEST OK


 Timeout:  Second(s)

☒ Turn On Debug Messages  
☐ Output Metric

 Kofax.KCS.Server.LicenseCount

Execute "Run Test":

**Test Result: Passed**

**The Test returned the following result:**

```
WMI Class: License
Test: Server = at0ltOpri License Type = TC/TCFW Min = 1 Max = 9
License Type = TC/TCFW Count = 7
WMI TEST OK
```

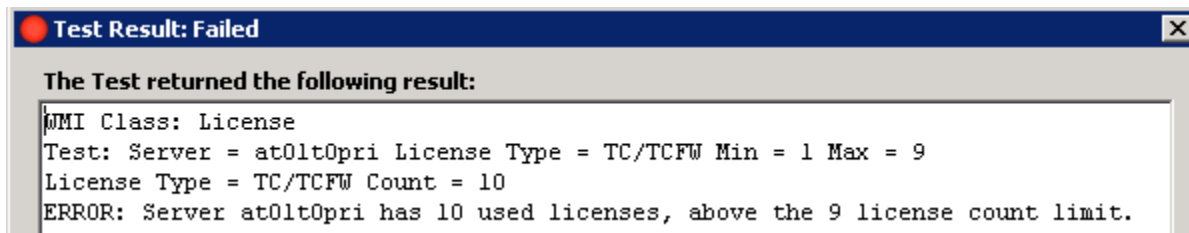
→ OK; Limit not reached

**Test Result: Passed**

**The Test returned the following result:**

```
WMI Class: License
Test: Server = at0ltOpri License Type = TC/TCFW Min = 1 Max = 9
License Type = TC/TCFW Count = 9
WMI TEST OK
```

→ OK; Limit still not reached



➔ Error; Limit reached

Example b): You want information if one of the **device based licenses** of the MFP Integration (file or SMTP based) fully consumed.

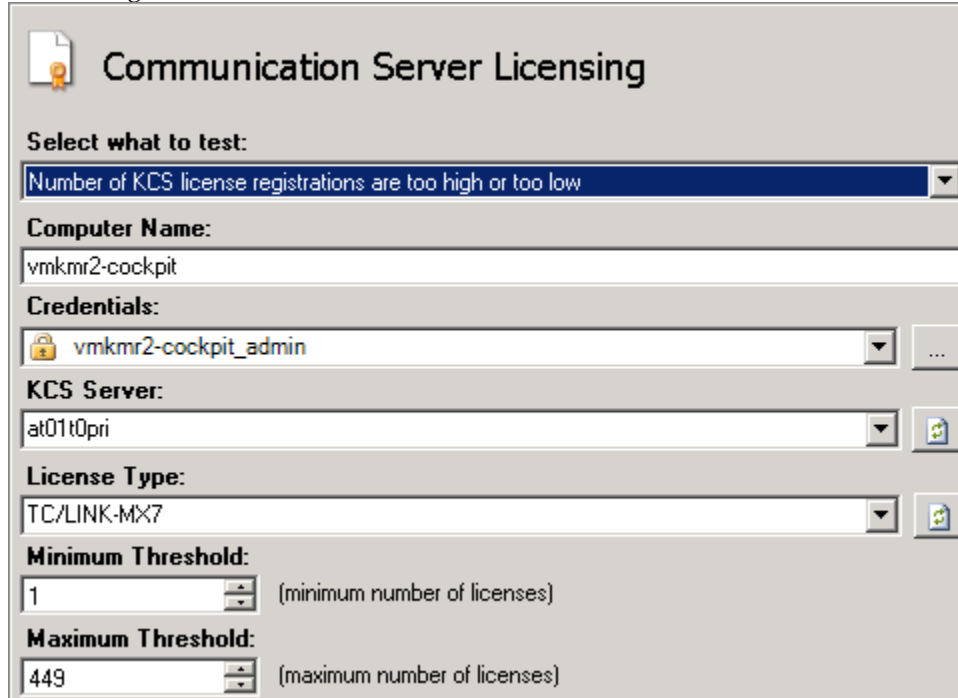
- License Type = TC/LINK-MFP.
- KCS: Maximum TC/LINK-MFP License 5, Actual 0 used licenses.
- KM: Set Minimum e.g. 0, Maximum to 4.
- Result: With 5 licenses used, there is an error as the maximum limit was reached.

KM Configuration:

Example c): You want to get information if one of the user or device based licenses has reached a certain threshold based on an absolute number (e.g. user licenses reached 500).

- License Type = TC/LINK-MX7.
- KCS: Maximum TC/LINK-MX7 License 500, Actual 0 used licenses.
- KM: Set Minimum e.g. 0, Maximum to 449.
- Result: With 450 licenses used, there is an error as the maximum threshold limit is reached.

KM Configuration:



**Communication Server Licensing**

Select what to test:  
Number of KCS license registrations are too high or too low

Computer Name:  
vmkmr2-cockpit

Credentials:  
vmkmr2-cockpit\_admin

KCS Server:  
at01t0pri

License Type:  
TC/LINK-MX7

Minimum Threshold:  
1 (minimum number of licenses)

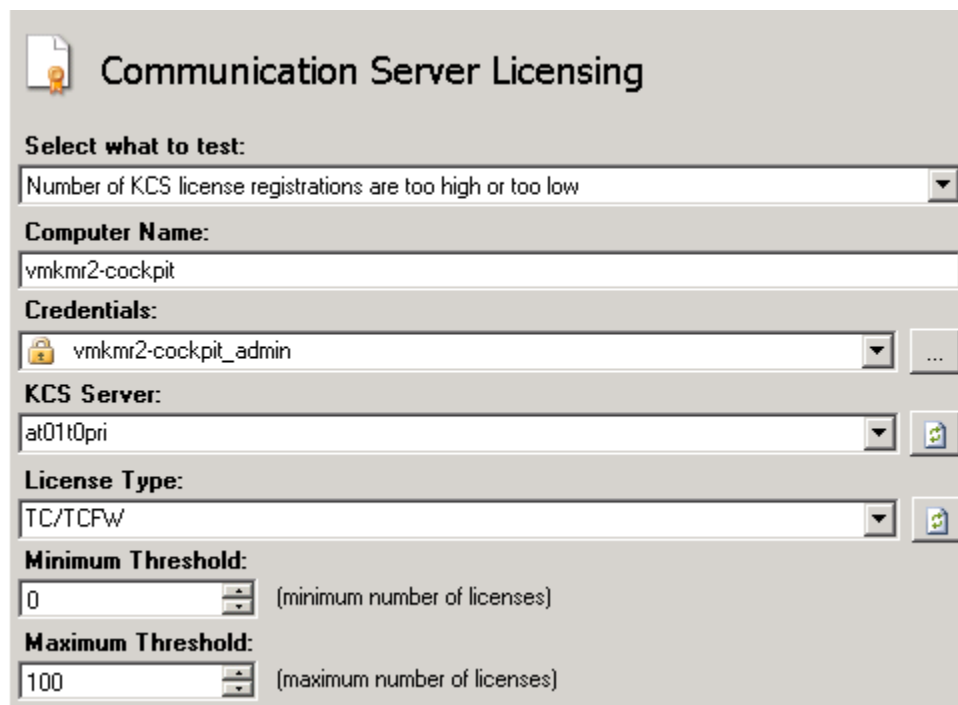
Maximum Threshold:  
449 (maximum number of licenses)

The threshold limit has to be manually calculated and set.

Example d): As a KCS system administrator you can have a graphical overview about the actual license situation. You want to have visual information where you can see a list of licenses with bars reflecting the usage of the licenses.

For this you need to configure metrics for the tests, so that the data can be evaluated and be viewable within dashboards.

- Create KCS license test (e.g. for TCfW user licenses) and check the “Output metric” checkbox



**Communication Server Licensing**

Select what to test:  
Number of KCS license registrations are too high or too low

Computer Name:  
vmkmr2-cockpit

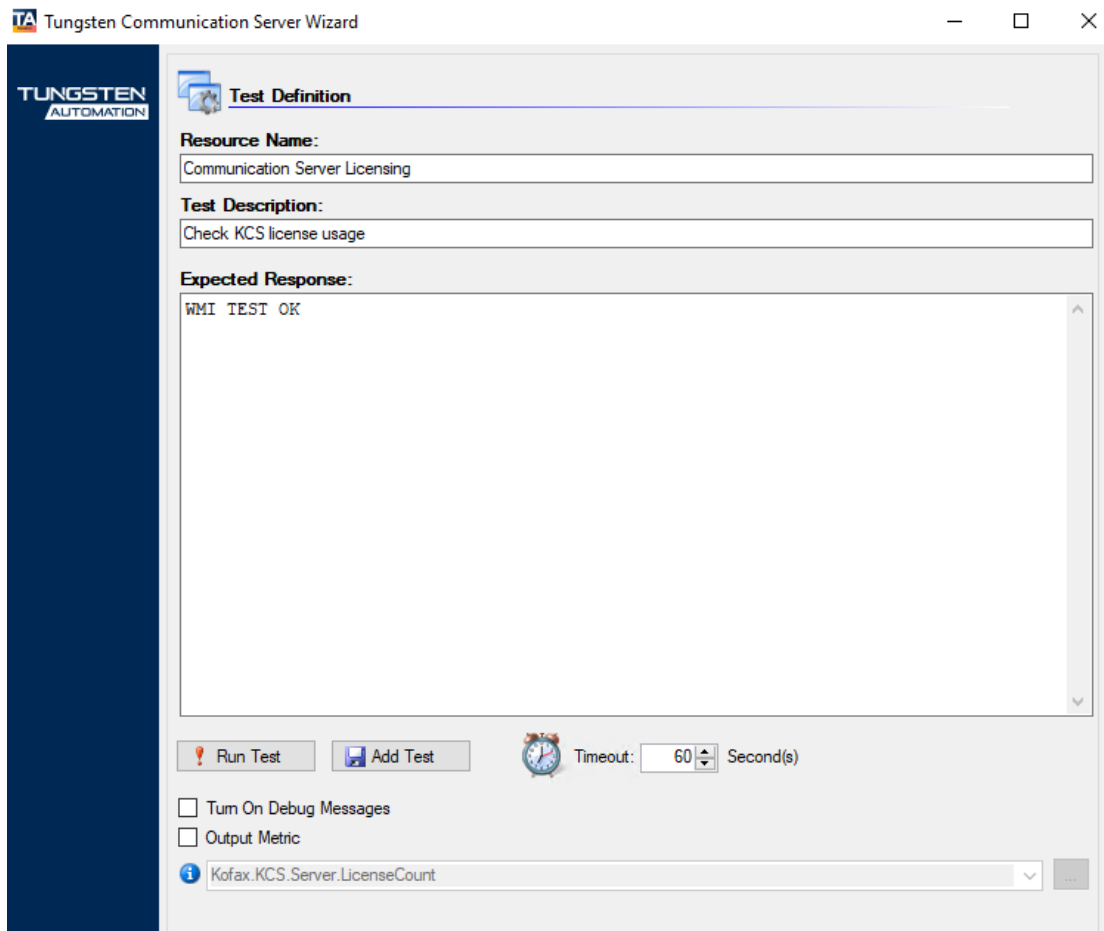
Credentials:  
vmkmr2-cockpit\_admin

KCS Server:  
at01t0pri

License Type:  
TC/TCFW

Minimum Threshold:  
0 (minimum number of licenses)

Maximum Threshold:  
100 (maximum number of licenses)



- Next you need to define the metric (click on the “...” browse button).

Metric - Kofax.KCS.Server.LicenseCount

Metric Evaluations

1

**Failure Status**

Warning

**Error Message**

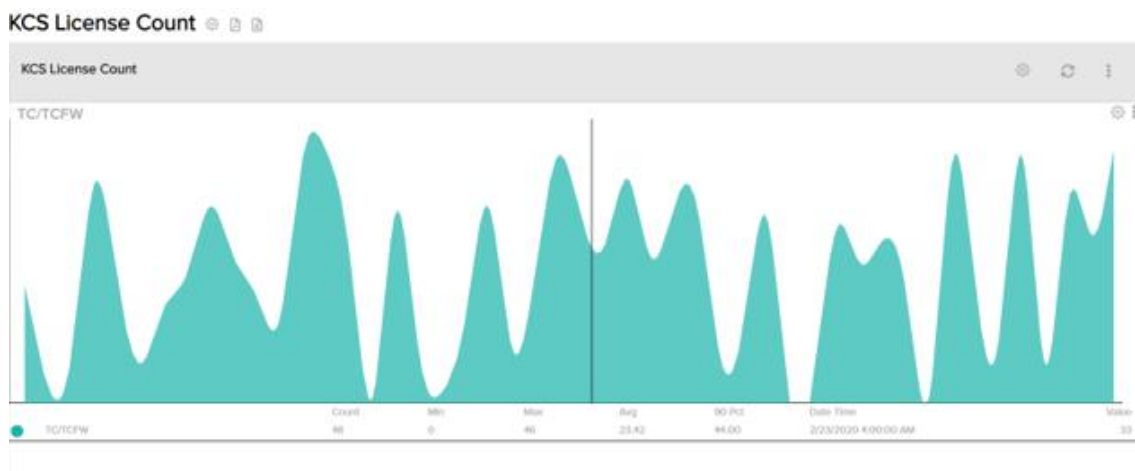
Metric <%=MetricName%> failed with a value of <%=MetricValue%>

☐ Schedule  
☐ Attribute Filter  
☐ Test Expression  
☐ Test Min Value  
☐ Test Max Value  
☐ Test Average Value  
☐ Test Change In Value  
☐ Test Last N times  
☐ Test Occurrences  
☐ Test by Type

Use this page to manage Evaluations for this Metric. The Metric's status is equal to the worst Failure Status of all the Metric's Evaluations. Each Evaluation can perform one or more tests.

OK Cancel

- You can specify additional failure states.
- **Important note:** The metric evaluation criteria overrule the threshold value of the test. E.g. if you define a threshold of min=10 and max=20, you also need to set this value in the metric (Test Min Value and Test Max Value).
- Next you need to start the Tungsten Monitor user console.
- Go to “Administration -> Dashboard” and add a new Dashboard. See the previous section “Using Dashboard Metrics” for an example of Dashboard creation.
- The attributes are selectable after the first test run. Before that the database is still empty and cannot be viewed.
- Within Dashboard, you can select the defined view and have a history of the selected metric.






- One can view the metric data in a grid, PDF report, or download as in Excel format:



## KCS License Count

KCS License Count

TC/TCFW



Page 1 

Date time	Value	LicenseType
▼   On...	▼   Equals...	▼   Contains...
2/24/2020 3:00:00 AM	46	TC/TCFW
2/24/2020 2:00:00 AM	30	TC/TCFW
2/24/2020 1:00:00 AM	36	TC/TCFW
2/24/2020 12:00:00 AM	7	TC/TCFW
2/23/2020 11:00:00 PM	44	TC/TCFW
2/23/2020 10:00:00 PM	11	TC/TCFW
2/23/2020 9:00:00 PM	21	TC/TCFW

## Message Throughput

As a KCS administrator I want to recognize if there any delays in the message-processing of the KCS messaging system.


For this you can use the “Tungsten Communication Server” Wizard:

1. Open the Tungsten Monitor Admin Console
2. Add a new test with the wizard
3. Select "Tungsten Communication Server Wizard"
4. Press next

Example a): For a specific queue (e.g. FAX queue or SMS queue) you can see **the number of messages waiting** to be sent (Queue-Length).

- Select “Messaging Servers”.
- Select “Check KCS message server number of unread messages for a user is too high”.
- User Name = TCLWMQI.
- KCS: Actual 0 used licenses.
- KM: Set Threshold to e.g. 4.
- Result: With 5 messages waiting in the outbox, there is an error as the maximum threshold limit is reached.

KM Configuration:



## Messaging Servers

**Select what to test:**  
 Check KCS message server number of unread messages for a user is too high

**Computer Name:**  
 vmkmr2-cockpit

**Credentials:**  
 vmkmr2-cockpit\_admin

**KCS Messaging Server:**  
 at0lt0pri

**User Name:**  
 TCLWMQI

**Threshold:**  
 4 (maximum number of unread messages for a user)

KCS: 4 messages in the outbox of the TCLWMQI (SMS) Queue:

**Test Result: Passed**

**The Test returned the following result:**

```
WMI Class: Server
Test: Server = at0lt0pri Max Threshold = 4
User = TCLWMQI Number Of Unread Messages = 4
WMI TEST OK
```

-> OK

KCS: 5 messages in the outbox of the TCLWMQI (SMS) Queue:

**Test Result: Failed**

**The Test returned the following result:**

```
WMI Class: Server
Test: Server = at0lt0pri Max Threshold = 4
User = TCLWMQI Number Of Unread Messages = 5
ERROR: Server at0lt0pri has 5 unread messages for user TCLWMQI, above the 4 unread message count limit.
```

->Error

Alternatively:

- Select "Communication Server Metrics".
- Select "KCS message queue is too high or too low".
- User Name = TCLWMQI.
- KCS: Actual 0 used licenses.
- KM: Set Minimum Threshold to 0 and Maximum Threshold to e.g. 4.
- Result: With 5 messages waiting in the outbox, there is an error as the maximum threshold limit is reached.

KM Configuration:

**Communication Server Metrics**

Select what to test:  
KCS message queue is too high or too low

Computer Name:  
vmkmr2-cockpit

Credentials:  
vmkmr2-cockpit\_admin

KCS Server:  
at01t0pri

Queue Name:  
TCLWMQI

Minimum Threshold:  
0 (minimum number of queue entries)

Maximum Threshold:  
4 (maximum number of queue entries)

The number of waiting messages can be shown in a 2D-graphical line-chart over the time.  
The chart should cover a specific, configurable time period (e.g. one day or one week).

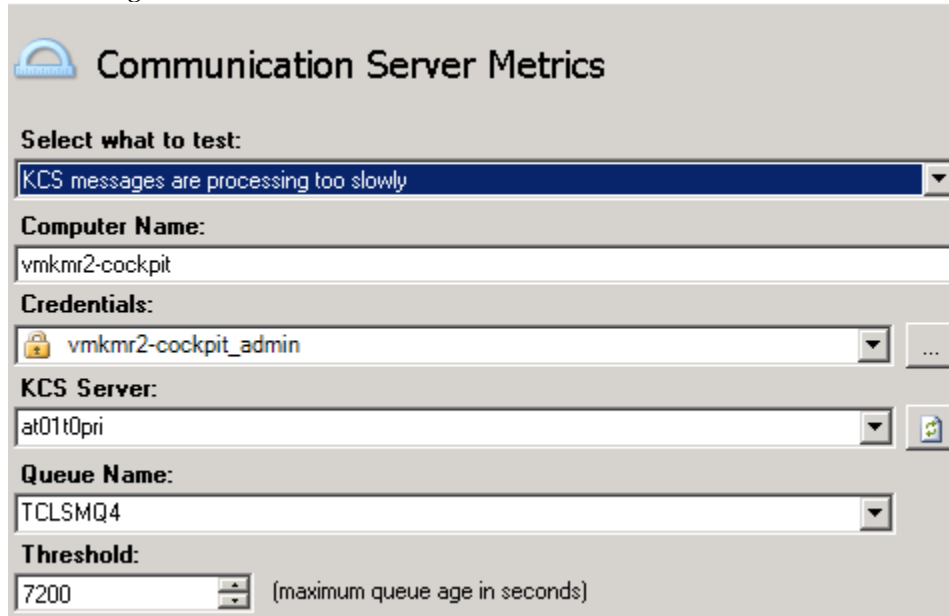
For peak values it should be clearly visible within the chart, at which time these peaks occurred.

These can be charted in Dashboard Views by following the same flow as shown in the previous example for KCS license counts.

Example b): For a specific queue (e.g. outgoing SMTP traffic) you can see **if messages in this queue are waiting longer** than defined by a Service Level Agreements (Queue age).

- Select "Communication Server Metrics".
- Select "KCS messages are processing too slowly".
- User Name = TCLSMQ4.
- KCS: Actual 1 Message in queue.
- KM: Set Threshold to e.g. 7200 seconds.
- Result: With 1 message waiting in the outbox for 7201 seconds or more, there is an error.

KM Configuration:



**Communication Server Metrics**

Select what to test:  
KCS messages are processing too slowly

Computer Name:  
vmkmr2-cockpit

Credentials:  
vmkmr2-cockpit\_admin

KCS Server:  
at01t0pri

Queue Name:  
TCLSMQ4

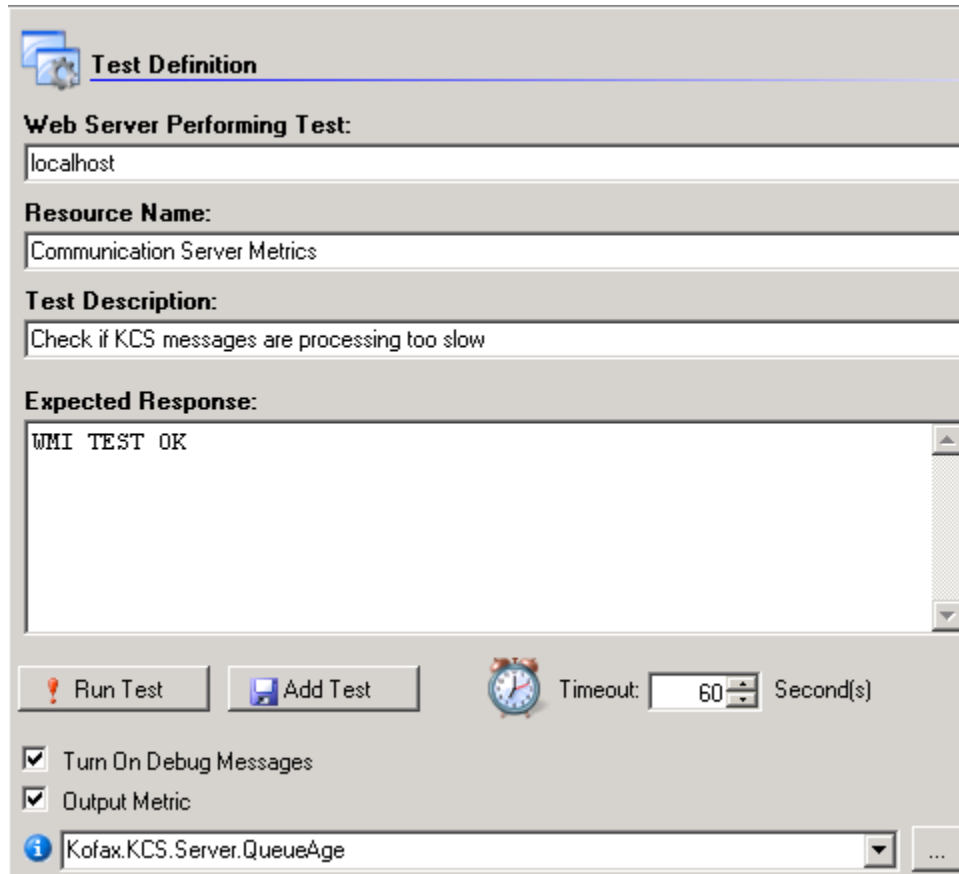
Threshold:  
7200 (maximum queue age in seconds)

The maximum waiting time for all messages in this queue should be shown in a 2D-graphical line chart over the time. The chart should cover a specific, configurable time period (e.g. one day or one week).

If several messages are waiting in the queue, the chart should show the maximum waiting time value calculated from all these messages.

If there are peak values, it should be clearly visible within the chart, at which time these peaks occurred.

These can be charted in Dashboard Views by following the same flow as shown in the previous example for KCS license counts.



**Test Definition**

Web Server Performing Test:  
localhost

Resource Name:  
Communication Server Metrics

Test Description:  
Check if KCS messages are processing too slow

Expected Response:  
WMI TEST OK

Run Test Add Test

Timeout: 60 Second(s)

☒ Turn On Debug Messages  
☒ Output Metric

Kofax.KCS.Server.QueueAge

**Metric - Kofax.KCS.Server.QueueAge**

Metric Evaluations

**Name:**  
Kofax.KCS.Server.QueueAge

**Description:**  
queue age

**Cost 1:** 0,000 **Description:**

**Cost 2:** 0,000 **Description:**

☒ Enabled  
☒ Save Results

**Metric - Kofax.KCS.Server.QueueAge**

Metric Evaluations

1

**Failure Status**  
Warning

**Error Message**  
Metric <%=MetricName%> failed with a value of <%=MetricValue%>

☐ Schedule  
☐ Attribute Filter  
☐ Test Expression  
☐ Test Min Value  
☒ Test Max Value 7200,000  
☐ Test Average Value  
☐ Test % Change  
☐ Test Last N times  
☐ Test Occurrences  
☐ Test by Type

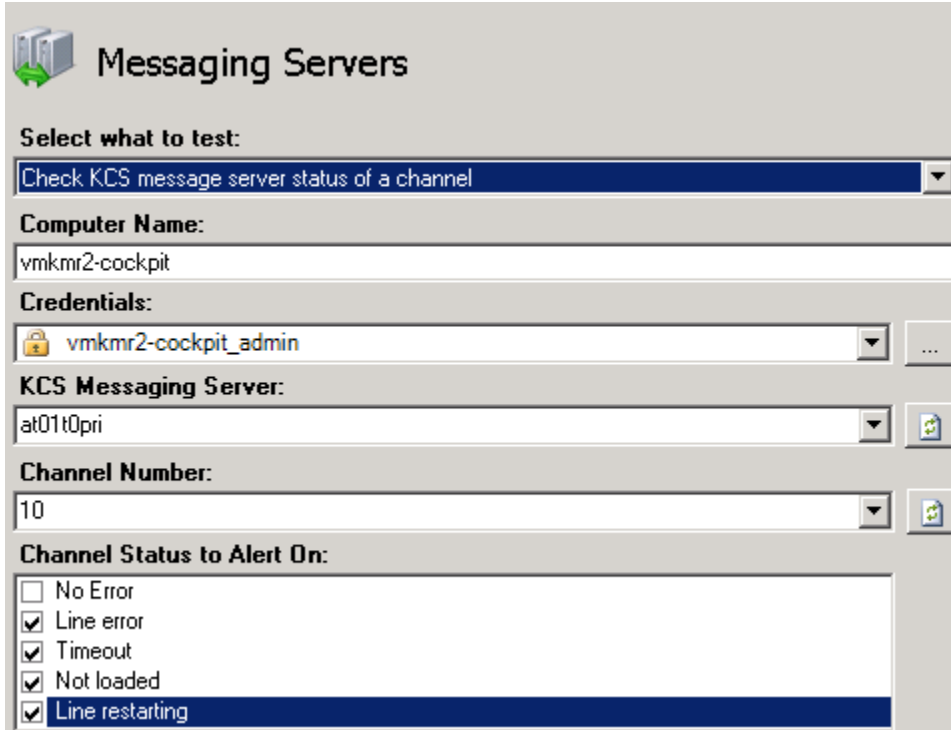
Use this page to manage Evaluations for this Metric. The Metric's status is equal to the worst Failure Status of all the Metric's Evaluations. Each Evaluation can perform one or more tests.

Example c): As a KCS administrator, you can be alerted if single channel is in error state.

You can configure which channels are monitored and select a channel in a comfortable way (e.g. by specifying channel group or specific channel). It should be configurable which error states trigger an alert, e.g.:

- timeout
- channel not loaded
- line error
- line restarting
- channel in wait state

Test of a single channel status:



**Messaging Servers**

Select what to test:  
Check KCS message server status of a channel

Computer Name:  
vmkmr2-cockpit

Credentials:  
vmkmr2-cockpit\_admin

KCS Messaging Server:  
at01t0pri

Channel Number:  
10

Channel Status to Alert On:

- ☐ No Error
- ☒ Line error
- ☒ Timeout
- ☒ Not loaded
- ☒ Line restarting

- Only 1 channel number can be specified.
- An alert will be sent, if one of the above conditions for channel number 10 is met. E.g., an alert will be sent if the channel 10 has a line error, timeout, not loaded or line restarting.

Test of a single channel mode:

**Messaging Servers**

Select what to test:  
Check KCS message server mode of a channel

Computer Name:  
vmkmr2-cockpit

Credentials:  
vmkmr2-cockpit\_admin

KCS Messaging Server:  
at01t0pri

Channel Number:  
10

Channel Mode to Alert On:

- ☐ OK
- ☒ Line error
- ☒ Not loaded
- ☒ Line restarting
- ☐ OK (server)
- ☐ OK (query)
- ☒ OK (wait)
- ☐ Sending
- ☐ Backreceiving
- ☐ Sending and receiving
- ☐ Receiving

- Only 1 channel number can be specified.
- An alert will be sent, if one of the above conditions for channel number 10 is met. E.g., an alert will be sent if the channel 10 has a line error, not loaded, line restarting or is in waiting state.

Check for line error: Error should be generated, if there is one channel in channel group F with a line error.



## Messaging Servers

### Select what to test:

Check KCS message server number of defined channels is too high or too low

### Computer Name:

vmkmr2-cockpit

### Credentials:

vmkmr2-cockpit\_admin

### KCS Messaging Server:

at01t0pri

### Channel Group:

F

### Channel Error:

- ☐ No Error
- ☒ Line error
- ☐ Timeout
- ☐ Not loaded
- ☐ Line restarting

### Channel Type:

- ☒ Local
- ☐ Remote\_TUM
- ☐ Remot\_TAM

### Channel Activity:

- ☐ Wait
- ☒ Continue
- ☐ Query
- ☐ Server

### Channel StatusIn:

- ☒ Idle
- ☐ Receiving
- ☐ Backreceiving

### Channel StatusOut:

- ☒ Idle
- ☐ Sending

- ☒ Can Send

### Minimum Threshold:

0 (minimum number of defined channels)

### Maximum Threshold:

0 (maximum number of defined channels)

- Only channel group can be specified.

Check for not loaded lines: Error should be generated, if there is one channel in channel group F which is not loaded.





## Messaging Servers

### Select what to test:

Check KCS message server number of defined channels is too high or too low

### Computer Name:

vmkmr2-cockpit

### Credentials:

vmkmr2-cockpit\_admin

### KCS Messaging Server:

at01t0pri

### Channel Group:

F

### Channel Error:

- ☐ No Error
- ☐ Line error
- ☐ Timeout
- ☒ Not loaded
- ☐ Line restarting

### Channel Type:

- ☒ Local
- ☐ Remote\_TUM
- ☐ Remot\_TAM

### Channel Activity:

- ☐ Wait
- ☒ Continue
- ☐ Query
- ☐ Server

### Channel StatusIn:

- ☒ Idle
- ☐ Receiving
- ☐ Backreceiving

### Channel StatusOut:

- ☒ Idle
- ☐ Sending

- ☒ Can Send

### Minimum Threshold:

0 (minimum number of defined channels)

### Maximum Threshold:

0 (maximum number of defined channels)

- Only channel group can be specified
- Important note: range of channel numbers and node number cannot be selected

## Connectivity

As a KCS system administrator you can continuously check the status of the KCS and Line servers.

The network connection of the LAN interface (both LAN connection to check fail-over LAN connections to TCOSS) can be checked:



The screenshot shows the 'Connectivity' wizard window. It has a title bar with a server icon and the word 'Connectivity'. Below the title bar, there is a section 'Select what to test:' with a dropdown menu showing 'KCS Mail/Message server can be pinged'. Below that is a 'Host Name:' label followed by a text input field containing '10.20.30.40'.

## Applications

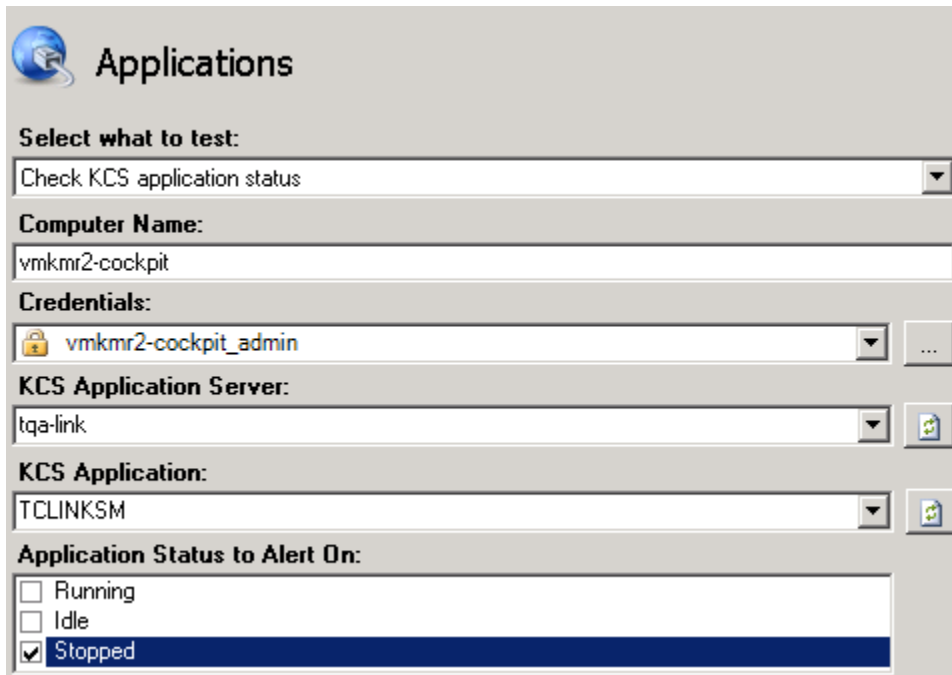
As a KCS system administrator you can continuously check the status of all applications that act as connectors to remote systems.

This includes all links, but also applications based on the FoIP/TWS architecture.

Example a): You can be alerted if an application is out of order and configure whether this alert shall be triggered immediately.

It is possible to configure an alert for the following error states:

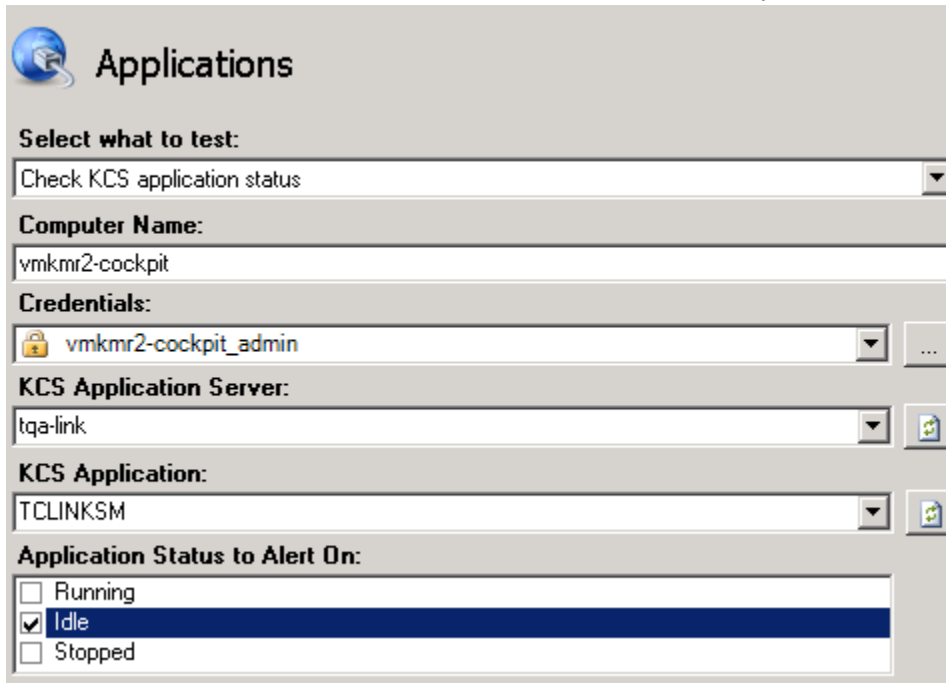
The monitored application goes down.



The screenshot shows the 'Applications' wizard window. It has a title bar with a globe icon and the word 'Applications'. Below the title bar, there is a section 'Select what to test:' with a dropdown menu showing 'Check KCS application status'. Below that is a 'Computer Name:' label followed by a text input field containing 'vmkmr2-cockpit'. Below that is a 'Credentials:' label followed by a dropdown menu showing 'vmkmr2-cockpit\_admin' and a button with three dots. Below that is a 'KCS Application Server:' label followed by a dropdown menu showing 'tqa-link' and a button with a server icon. Below that is a 'KCS Application:' label followed by a dropdown menu showing 'TCLINKSM' and a button with a server icon. Below that is a section 'Application Status to Alert On:' with a list of checkboxes: 'Running', 'Idle', and 'Stopped'. The 'Stopped' checkbox is checked.

You can use different KCS Applications from the list.

- A link is in idle mode (not connected to KCS or remote system)



**Applications**

**Select what to test:**  
Check KCS application status

**Computer Name:**  
vmkmr2-cockpit

**Credentials:**  
vmkmr2-cockpit\_admin

**KCS Application Server:**  
tqa-link

**KCS Application:**  
TCLINKSM

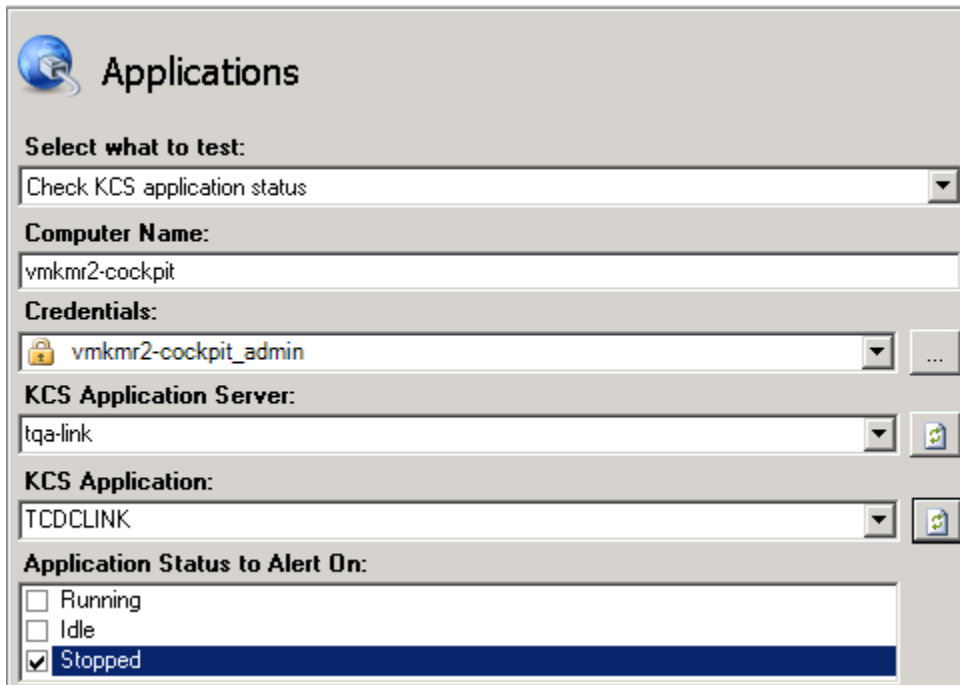
**Application Status to Alert On:**  
☐ Running  
☒ Idle  
☐ Stopped

You can use different KCS Applications from the list.

Example b): As a KCS system administrator you can be informed about the state of the document conversion service.

You can use the wizard to configure the application server on which the document conversion service should be monitored.

You can be alerted when the document converter service has a status **Stopped**.



**Applications**

**Select what to test:**  
Check KCS application status

**Computer Name:**  
vmkmr2-cockpit

**Credentials:**  
vmkmr2-cockpit\_admin

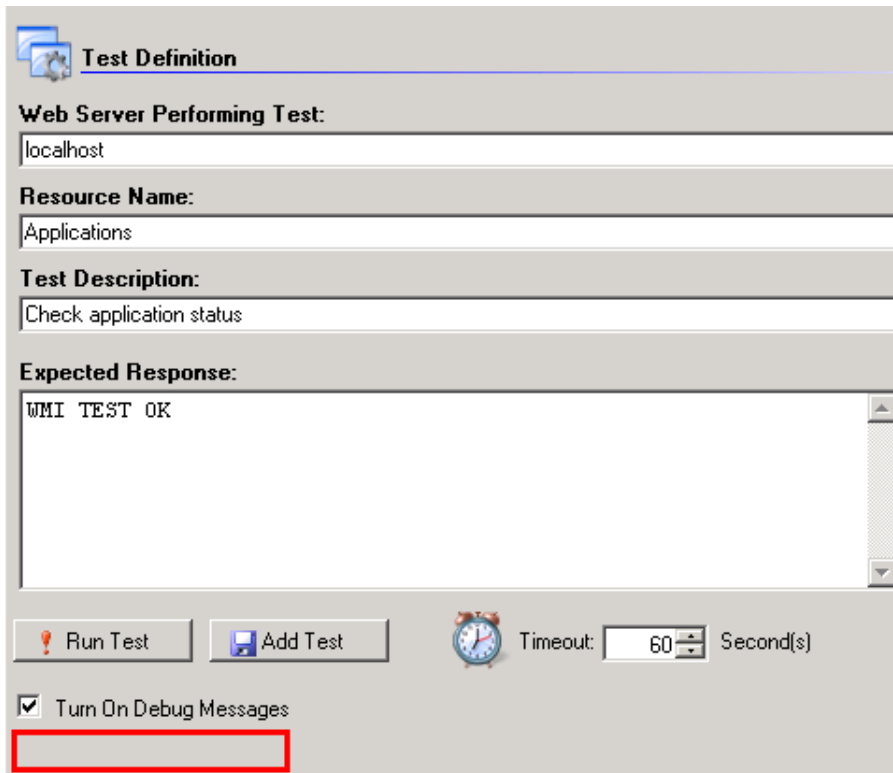
**KCS Application Server:**  
tqa-link

**KCS Application:**  
TCDCLINK

**Application Status to Alert On:**  
☐ Running  
☐ Idle  
☒ Stopped

You can configure KM to be alerted immediately when the error state occurs or if the error state lasts a configured amount of time.

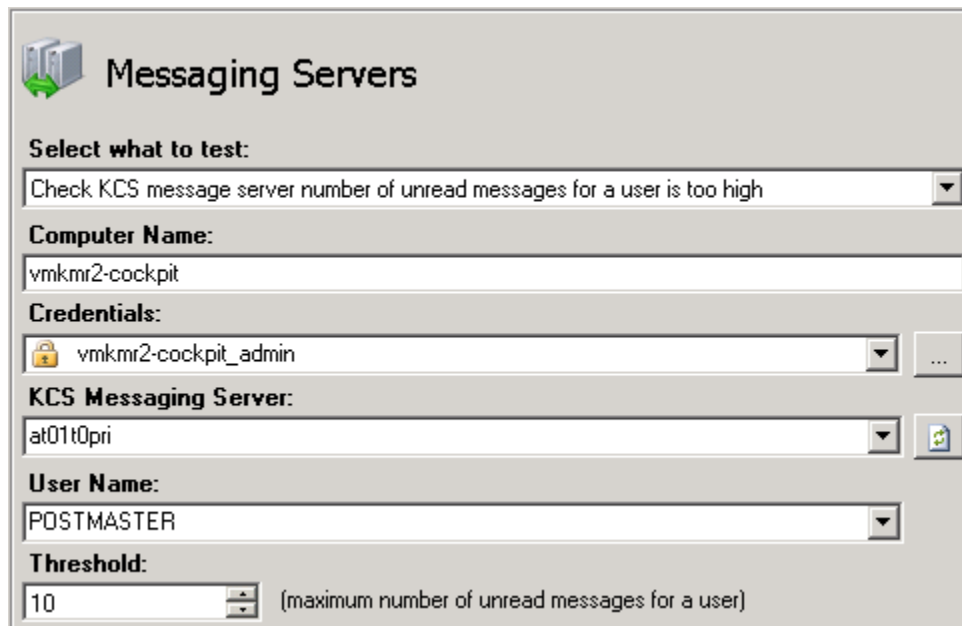
In this case no metrics are available as shown in empty red box below, therefore, it cannot be alerted if it lasts a specified time:



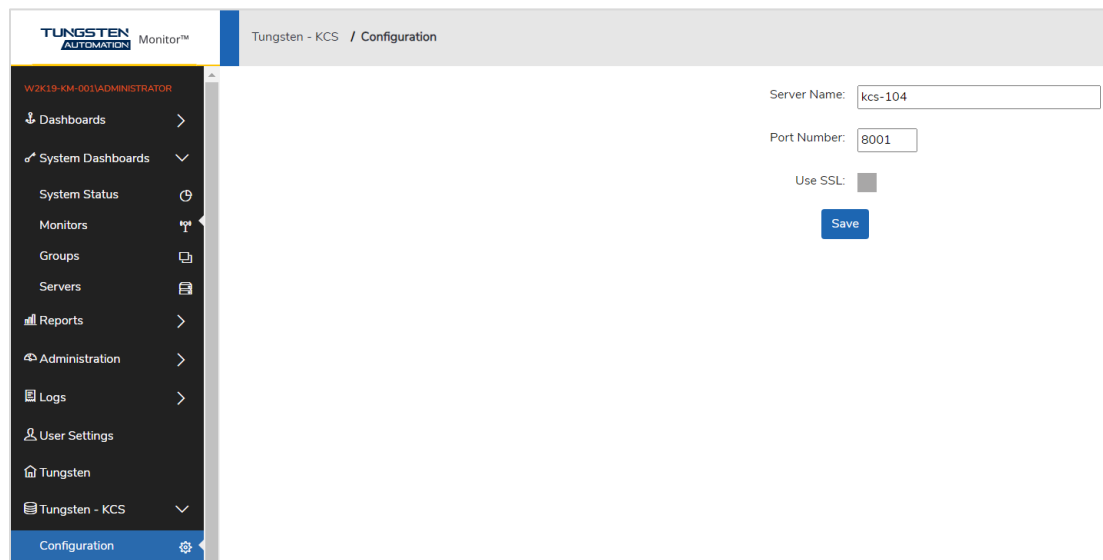
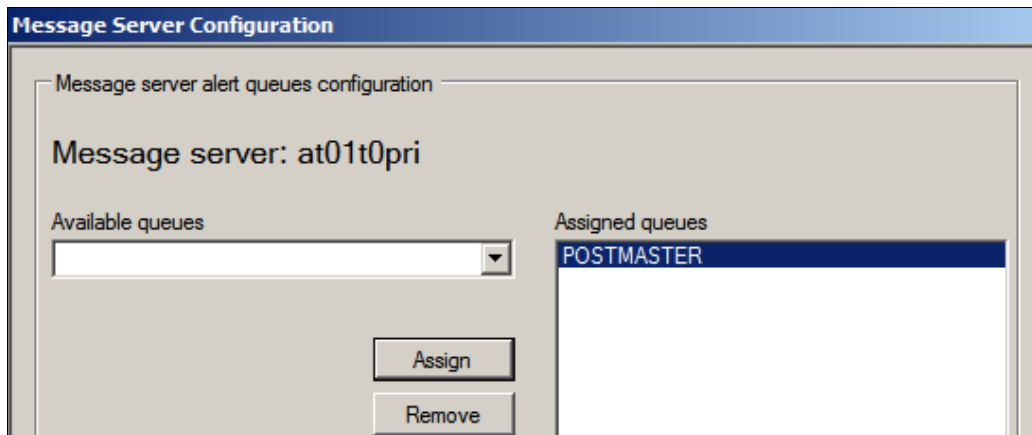
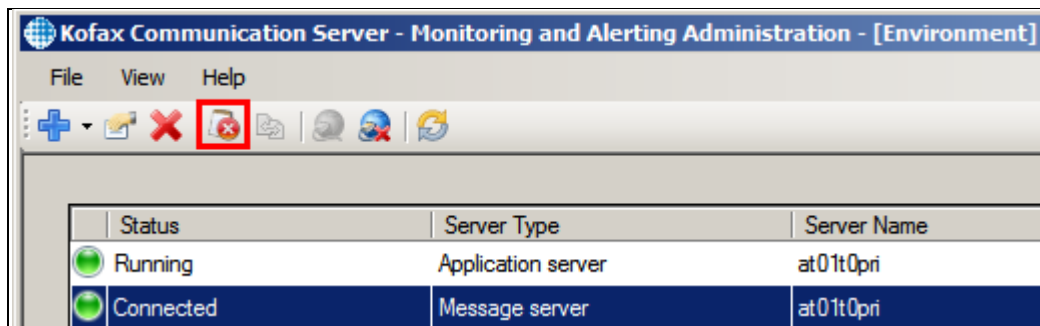
## Alerting

As a KCS system administrator you can be alerted if a message is sent to the post master or other exception queues or if a certain number of messages is in the post master or exception queue (resulting from an error like document conversion) .

Example a): You can use the KCS wizard to configure the KCS server name, the name of the KCS exception queue and the max number of messages in that queue before the alert is triggered.



Optionally, you can define this alert exception queue as “alert queue” in the KCS monitoring services, to be able to see the message details by browsing the KCS Alert web page in Tungsten Monitor.



Tungsten - KCS / Login

W2K19-KM-001ADMINISTRATOR

Dashboards

System Dashboards

System Status

Monitors

Groups

Servers

Reports

Administration

Logs

User Settings

Tungsten

Tungsten - KCS

Configuration

Servers

User Id:

tctech

Password:

.....

Super User:

Servers:

kcs104

Login

Tungsten - KCS / Alerts

Servers: kcs104

From Date/Time: 4/1/2022 2:06 PM

To Date/Time: 5/2/2022 2:06 PM

Viewing Page 1 of 1

Rows Per Page 10

	Read	Subject	Alert Time	Sender Address	Recipient Address
+	<input type="checkbox"/>	FW:FW:Test2	4/7/2022 2:52:06 PM	postmaster	TCTECH
+	<input type="checkbox"/>	FW:Test2	4/7/2022 2:53:44 PM	postmaster	TCTECH
+	<input type="checkbox"/>	FW:Test Again	4/7/2022 3:00:35 PM	postmaster	TCTECH

Viewing Page 1 of 1

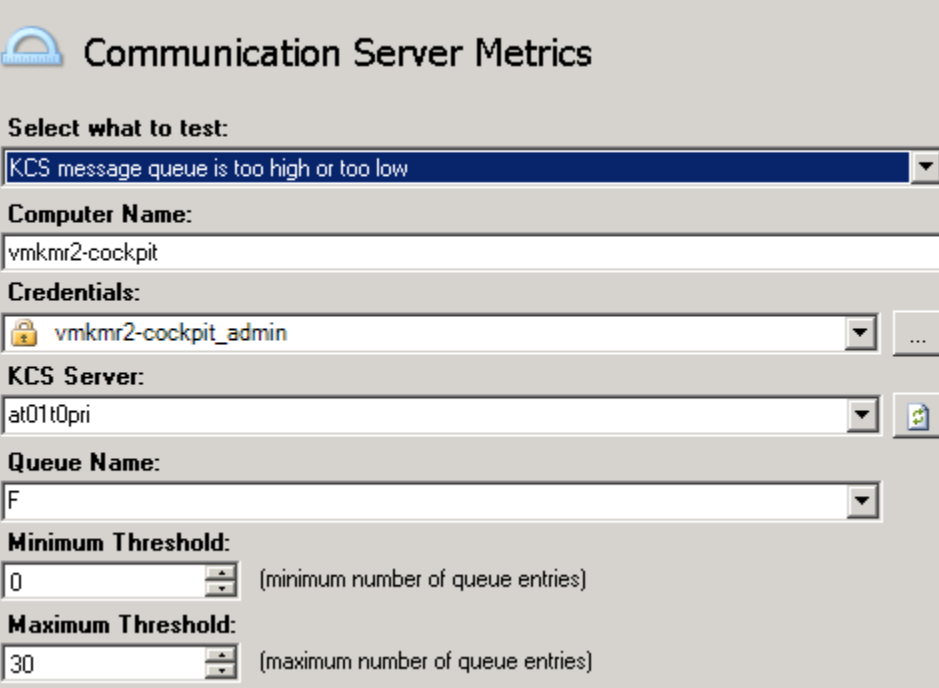
	Read	Subject	Alert Time	Sender Address	Recipient Address
-	<input type="checkbox"/>	FW:FW:Test2	4/7/2022 2:52:06 PM	postmaster	TCTECH

To: TOPCALL,postmaster From: TCTECH,,TOPCALL,TCTECH Subject: FW:Test2 To: TCTECH,,TOPCALL,TCTECH From: TCTECH,,TOPCALL,TCTECH Subject: Test2 Test2

## System Utilization

As a KCS system administrator you gather utilization information (idle time, busy time for sending or receiving) about a KCS system on demand, including:

- Check utilization of all installed communication channels (e.g. to determine if the number of installed Fax, FoIP, Voice... lines is sufficient)



**Communication Server Metrics**

Select what to test:  
 KCS message queue is too high or too low

Computer Name:  
 vmkmr2-cockpit

Credentials:  
 vmkmr2-cockpit\_admin

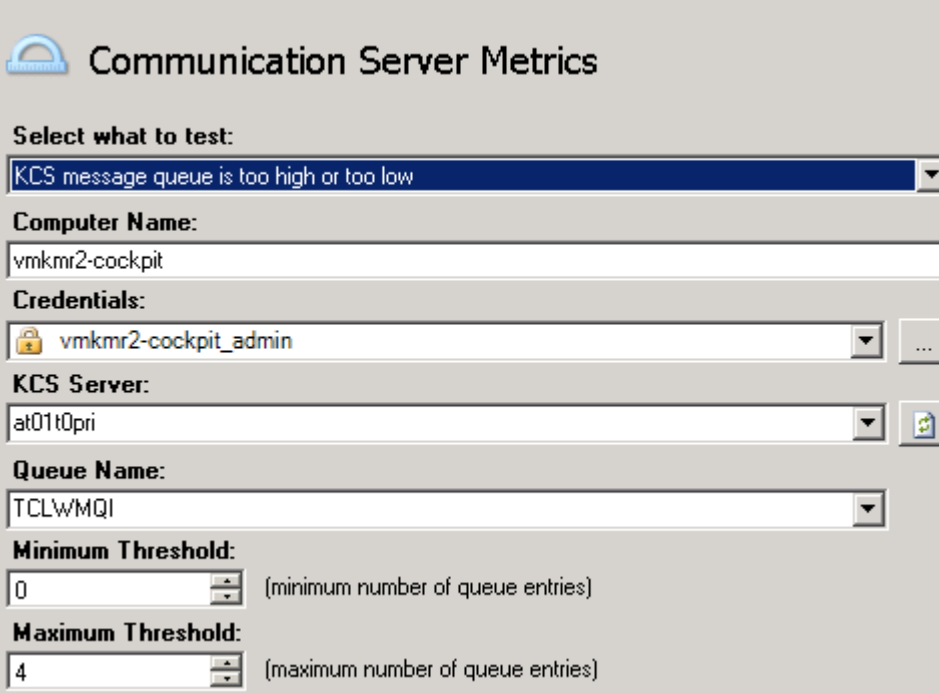
KCS Server:  
 at01t0pri

Queue Name:  
 F

Minimum Threshold:  
 0 (minimum number of queue entries)

Maximum Threshold:  
 30 (maximum number of queue entries)

- Check utilization of other communication media (SMS, Email, Links ...)



**Communication Server Metrics**

Select what to test:  
 KCS message queue is too high or too low

Computer Name:  
 vmkmr2-cockpit

Credentials:  
 vmkmr2-cockpit\_admin

KCS Server:  
 at01t0pri

Queue Name:  
 TCLWMQI

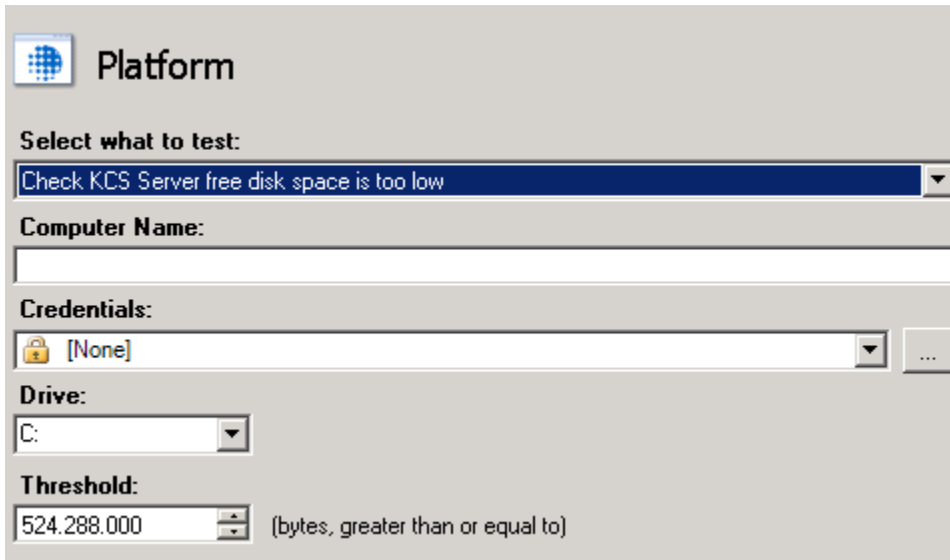
Minimum Threshold:  
 0 (minimum number of queue entries)

Maximum Threshold:  
 4 (maximum number of queue entries)

The current value and a history for a certain period should be available to determine peak values at specific daytimes and to get a general impression about the system utilization.

These can be charted in Dashboard Views by following the same flow as shown in the previous example for KCS license counts.

- Check if a resource reached a critical state (e.g. disk full)



**Platform**

**Select what to test:**  
 Check KCS Server free disk space is too low

**Computer Name:**

**Credentials:**  
 ...

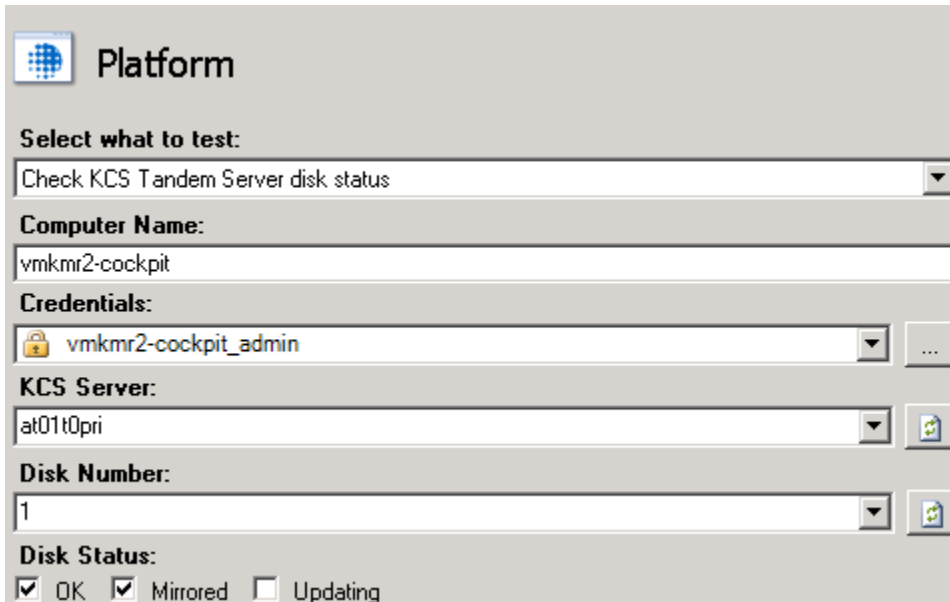
**Drive:**  
 ...

**Threshold:**  
 (bytes, greater than or equal to)

## Tandem Server

As a KCS system administrator you can continuously want to check the current fail-over state.

Example a): You can continuously check the state of the Primary and Secondary server disc (sync, updating, desync):



**Platform**

**Select what to test:**  
 Check KCS Tandem Server disk status

**Computer Name:**  
 vmkmr2-cockpit

**Credentials:**  
 ...

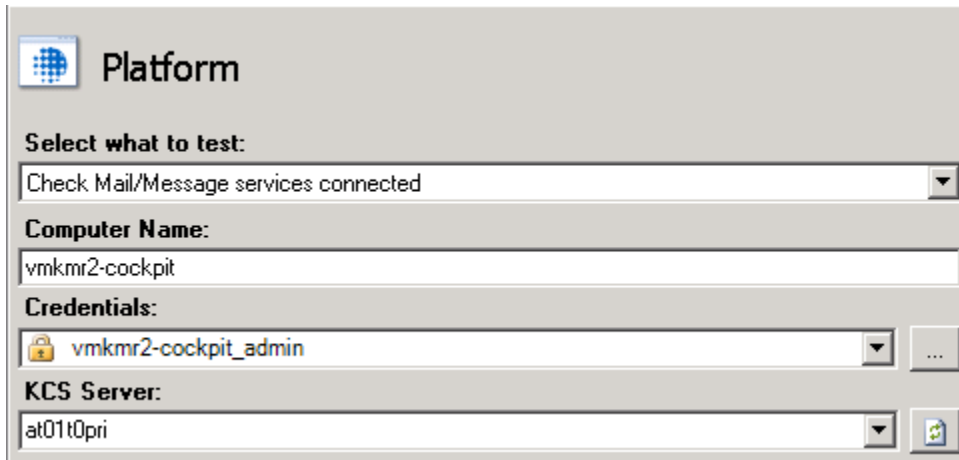
**KCS Server:**  
 ...

**Disk Number:**  
 ...

**Disk Status:**  
☒ OK ☒ Mirrored ☐ Updating

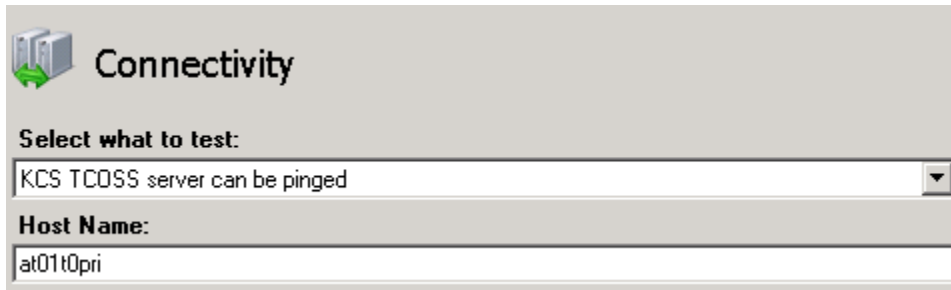


Example b): I want to be alerted if the Primary or Secondary changes from active to passive:

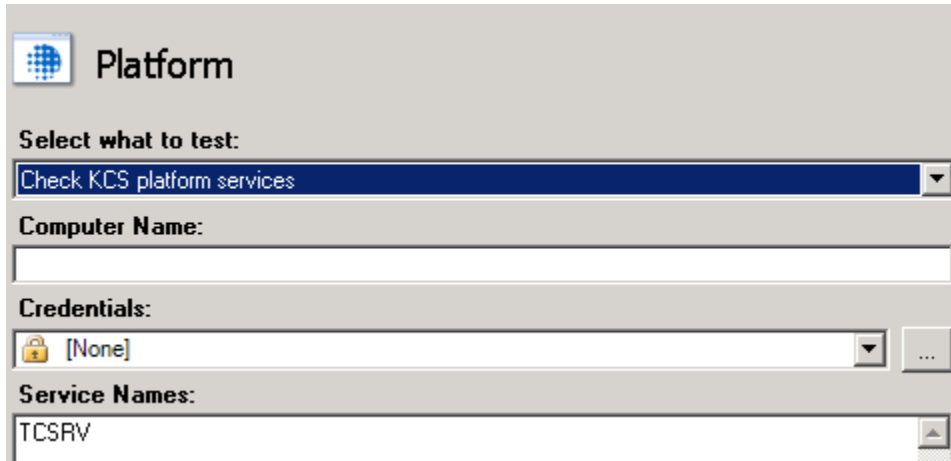


The 'Platform' configuration window has a title bar with a globe icon and the word 'Platform'. It contains four sections: 'Select what to test:' with a dropdown menu showing 'Check Mail/Message services connected'; 'Computer Name:' with a text field containing 'vmkmr2-cockpit'; 'Credentials:' with a dropdown menu showing 'vmkmr2-cockpit\_admin' and a lock icon; and 'KCS Server:' with a dropdown menu showing 'at01t0pri' and a server icon.

Example c): You can continuously check the availability of the Primary and Secondary server.



The 'Connectivity' configuration window has a title bar with a server icon and the word 'Connectivity'. It contains two sections: 'Select what to test:' with a dropdown menu showing 'KCS TCOSS server can be pinged'; and 'Host Name:' with a text field containing 'at01t0pri'.



The 'Platform' configuration window has a title bar with a globe icon and the word 'Platform'. It contains four sections: 'Select what to test:' with a dropdown menu showing 'Check KCS platform services'; 'Computer Name:' with an empty text field; 'Credentials:' with a dropdown menu showing '[None]' and a lock icon; and 'Service Names:' with a text field containing 'TCSR' and a server icon.

Enter the hostname for the primary and a second test to enter the hostname for the secondary server.

## Example Environment

The following example environment could be monitored in this way:

- KCS Server
- Exchange Server
- Link Server
- LS1

